



BUSINESS OUTCOMES REPORT

# WESTPORT FUEL SYSTEMS – MICROSOFT TECHNOLOGY ENABLEMENT

**FALL 2021**

Westport Fuel Systems

# BUSINESS OUTCOMES SUMMARY

Westport Fuel Systems is striving to increase productivity, collaboration, and the meaningful use of modern workplace tools. As part of this initiative, a 12-person group of team leaders were selected as Microsoft 365 Champions – internal staff trained to help their colleagues adopt digital tools. Phase 1 included a 12-week program of 6 customized training workshops with WBM's Technology Experience & Enablement team. It generated the following results.



**43%**

Increase in Comfort with Teams



**400+**

Users Migrated to a Single Tenant



**>95%**

Users Now Connected on a Uniform & Consistent Platform



**100%**

Employee Satisfaction Rating



**1st**

Global Microsoft Teams Live Event

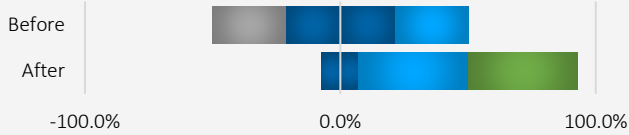
# OUTCOME 1

## INCREASED COMFORT WITH MICROSOFT TOOLS

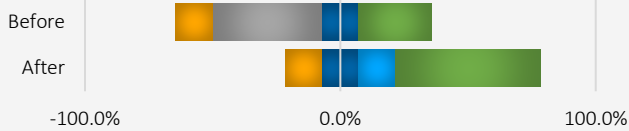
Comfort with technology is critical for meaningful adoption. Following workshops, Westport team leaders reported a substantial increase in confidence relating to Microsoft 365 applications.

### COMFORT LEVEL WITH MODERN WORKPLACE APPLICATIONS BEFORE & AFTER WORKSHOPS

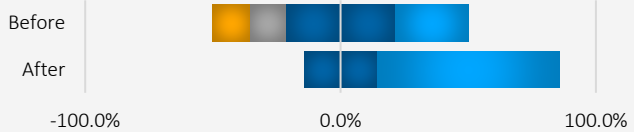
#### MICROSOFT TEAM



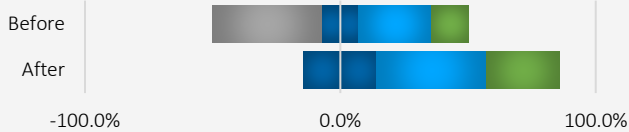
#### ONEDRIVE



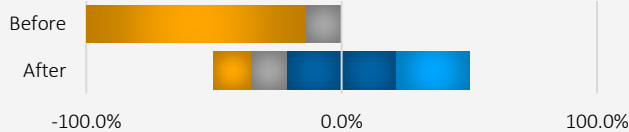
#### SHAREPOINT



#### ONE NOTE



#### PLANNER/TO DO



1 – Little / no Comfort    2    3    4    5 – Extremely Comfortable



Microsoft Team

43% ↑



OneDrive

40% ↑



SharePoint

30% ↑



OneNote

27% ↑



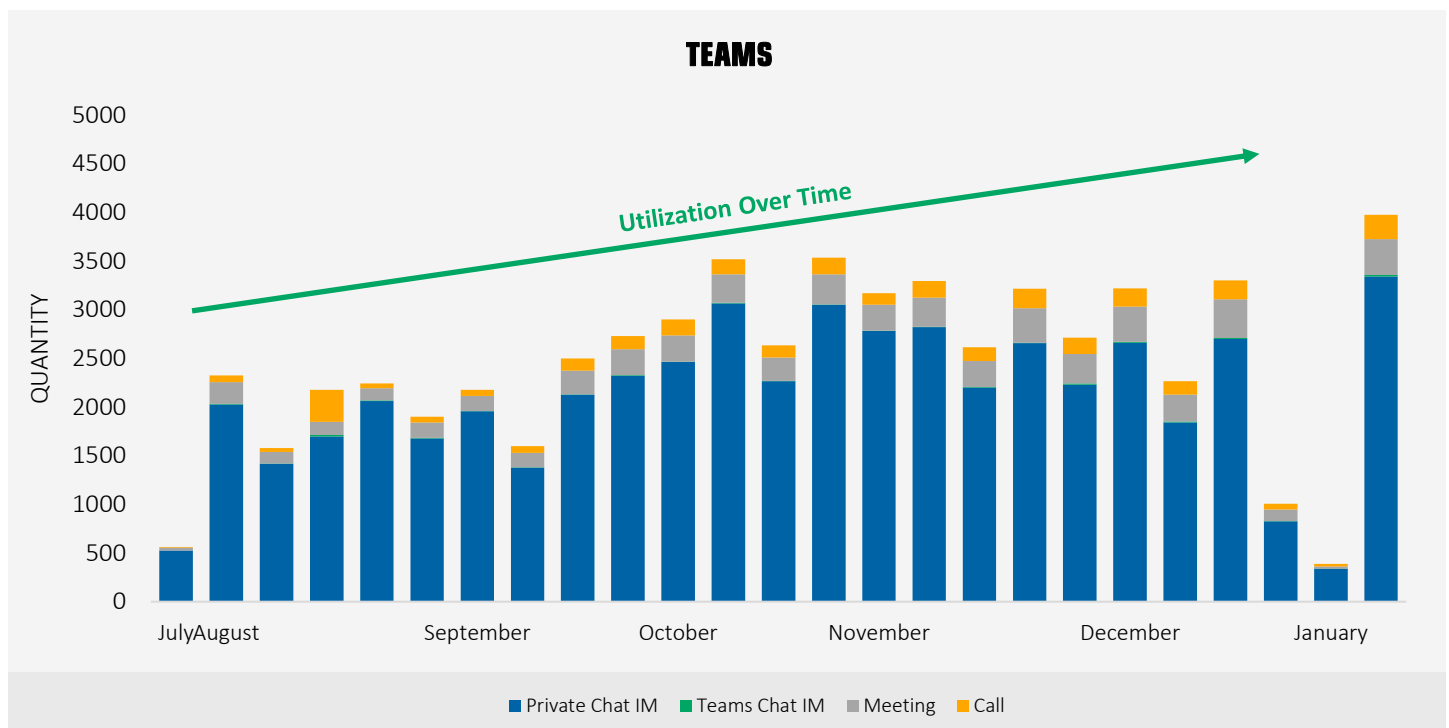
Planner/To Do

151% ↑

# OUTCOME 2

## DIGITAL TRANSFORMATION & WORK FROM HOME ENABLEMENT

- We now have data, insights, and tracking for Modern Workplace applications, such as Teams
- Champions are using the platform to collaborate, and this is exactly what we want to see
- This adoption of Microsoft Teams is laying the groundwork for our next steps in Modern Workplace enablement, and ensuring our transition to a “work from anywhere” strategy is seamless and successful
- The consolidation of users onto a single Microsoft tenant is unlocking productivity and collaboration benefits for the entire Westport team.



**400+**  
Users Migrated to a Single Tenant

**>95%**  
of Staff Operating on a Shared and Consistent Platform

“We have achieved a high level of success because of this adoption strategy and it would be nothing if not for the efforts of the WBM team.”

**PETER TER MORS**  
Manager, IT North America  
Westport Fuel Systems



# OUTCOME 3

## COMING TOGETHER AS A GLOBAL TEAM

Using M365 functionality in tools already owned by Westport, we were able to host a live virtual event that was translated in real time and that connected us all - regardless of language or location. We can consolidate Town Halls onto this proven application and eliminate the cost of our previous platform.



 **253**  
Connections

 **4**  
Continents

 **4**  
Live Translations

 **1**  
Global Event



“This was a fairly new functionality for us and there was a learning curve, but thanks to the WBM team, particularly James and of course our own rock star Peter, the event was a huge success. I do appreciate the collaboration and teamwork throughout the various dry runs, testing, and eventually resulting in a successful event. I received amazing feedback from our executive leadership team. Seems we now have a new platform for Town Halls and other similar events in our company.

Having the right business partner can make all the difference contributing to these types of successes. So, thank you WBM for your partnership and commitment. I look forward to more collaboration and more innovative solutions throughout the year.”

**ELO SARAFIANCIO**  
CIO, Global IT  
Westport Fuel Systems

# OUTCOME 4

## A PROVEN & EFFECTIVE PROGRAM

Feedback on our proof-of-concept was overwhelmingly positive. We have the foundation for an effective and scalable modern workplace adoption program at Westport.



### END USER FEEDBACK



“How satisfied were you with the WBM run workshops?”

**100% Satisfied to Extremely Satisfied**



“Great overview of the tools with enough depth to make them easier to use but not so deep it was overwhelming.”



“...the WBM team is very good. They gave us a lot of useful tips and tricks, and answered all the questions thrown at them.”



“Focused topics and relevant responses to questions.”



“Great team, great timing, great content and learning approach.”



# ABOUT WESTPORT FUEL SYSTEMS

Westport Fuel Systems is a clean transportation technology company. By inventing, engineering, building, and supplying clean and affordable alternative fuel systems and components for automotive applications, we are changing the way the world moves. And we do it in a way that creates value for our people, our customers, our investors, and the environment.

We serve customers in more than 70 countries with leading global transportation brands. Customers that demand new, economic, sustainable, and efficient transport solutions to meet increasingly stringent emission standards to address the challenges of urban air quality and climate change.

In a world where we are hauling more freight and travelling greater distances, Westport Fuel Systems products and technologies are leading the shift to clean and affordable transportation.



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## ABOUT WBM TECHNOLOGIES

WBM Technologies is a Western Canadian leader in the provision of outcomes-driven information technology solutions. We deliver business results through 4 core practice areas: Data & Security, End User Computing, Managed Print Solutions, and Enterprise Service Desk. Established May 1, 1950, WBM operates from Infrastructure Operation Centers located in Vancouver, Calgary, Regina, Saskatoon, and Winnipeg. We employ a team of over 350 IT professionals across Canada who are motivated to make a difference with our clients through ongoing and impactful partnerships together.

