



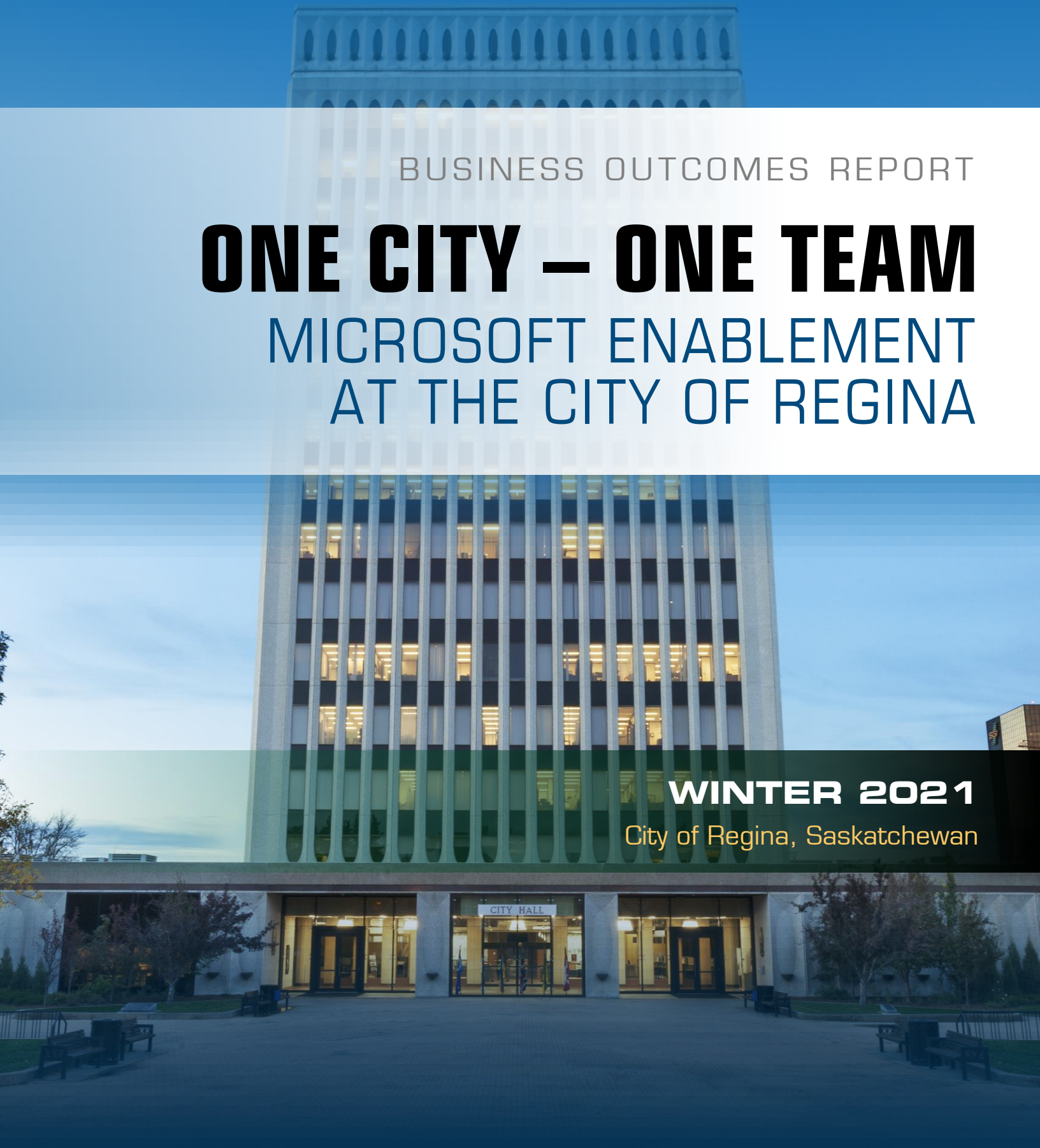
BUSINESS OUTCOMES REPORT

ONE CITY – ONE TEAM

MICROSOFT ENABLEMENT
AT THE CITY OF REGINA

WINTER 2021

City of Regina, Saskatchewan



A pilot project in technology enablement was conducted with the City of Regina's Strategy & Performance group. It focused on Microsoft 365 training and utilization with WBM's Technology Experience & Enablement team. The following outcomes were achieved.

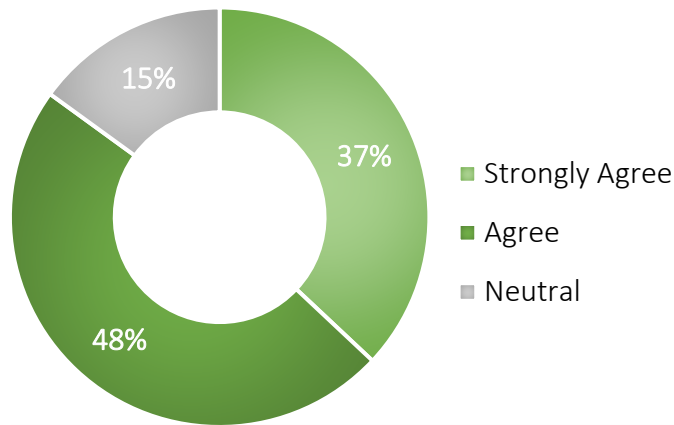
OUTCOME 1

MICROSOFT 365 ADOPTION

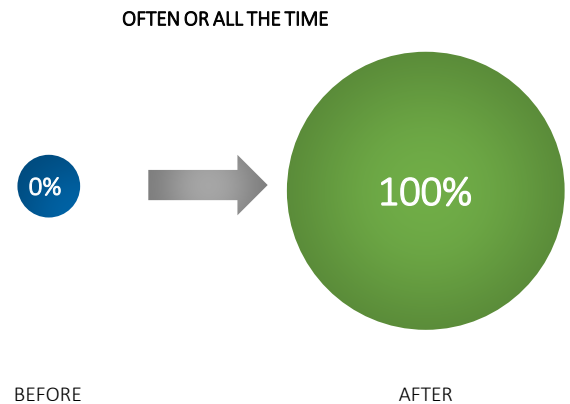


Adoption is about more than training. Our Technology Experience & Enablement program is driving awareness, understanding, and the use of Microsoft 365 tools, including Teams.

I HAVE A BETTER UNDERSTANDING OF WHEN I WILL USE ONEDRIVE, TEAMS AND SHAREPOINT.



HOW OFTEN DO YOU USE MICROSOFT TEAMS?



“The program has two key benefits. First, it teaches you the tools at a level you couldn't achieve just by learning yourself through online resources or asking for help. Second, completing the training together allows everyone to have a similar base of knowledge and to figure out how we will all use the tools.”

END USER FEEDBACK



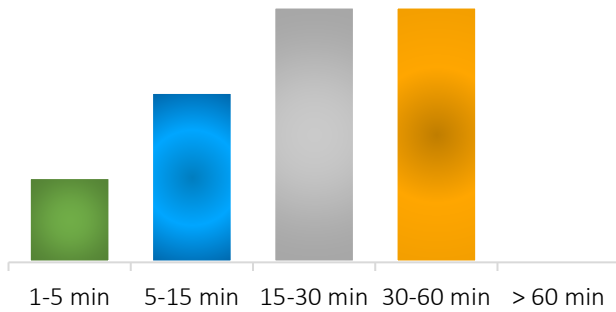
OUTCOME 2

PRODUCTIVITY & TIME SAVINGS

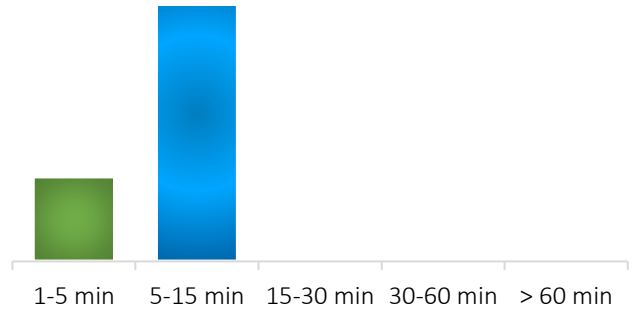
Working within M365, our staff can access files faster and get more done in a day.

HOW MUCH TIME IN A DAY DO YOU SPEND LOOKING FOR DOCUMENTS?

BEFORE



AFTER



Before
25 minutes (avg.) per day
 searching for documents

After
8.3 minutes (avg.) per day
 searching for documents

67%
 Time reduction

4.2 hours per day reclaimed
 by the Strategy &
 Performance group through
 technology enablement



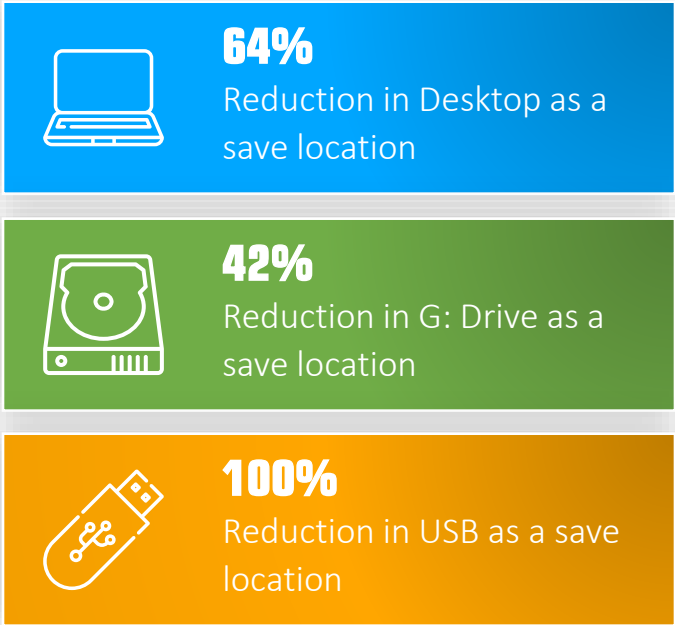
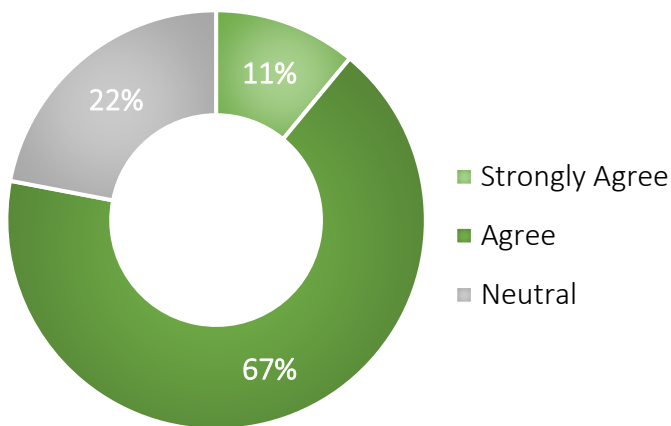
OUTCOME 3

EFFICIENCY, COLLABORATION, AND SECURITY

With the adoption of secure and Cloud-based M365 tools, fewer users are saving to their desktops, personal drives, and/or external devices. This improves data security and facilitates collaboration efficiencies for our staff.



I HAVE PERSONALLY REDUCED THE NUMBER OF MY POTENTIAL SAVE POINTS AND SILOS OF INFORMATION.



“I like that we tackled some of our team's issues/asks through the process. A lot of this required us to think differently about using the technology and really identify how we're going to use it (alongside the technical learning).”

END USER FEEDBACK

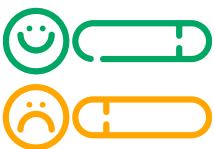


OUTCOME 4

A PROVEN AND SCALABLE PROGRAM FOR THE CITY

The City's Technology Experience & Enablement program is now proven and can easily expand to improve productivity, collaboration, and the overall technology experience in all areas of the organization.

“HOW LIKELY ARE YOU TO RECOMMEND THIS PROCESS TO A FRIEND OR COLLEAGUE?”



Average Score
9.1 out of **10**



“We found the Microsoft 365 Experience Engineering exercise very valuable. The facilitators of the program first got to know our department, how we worked, and what was important to us as a team. They then walked us through the Microsoft 365 applications that would help us to collaborate and be more productive as a group. The sessions were interactive, lively, and fun. I can now see our team working differently together and we save a lot of time.”

PAMELA DYCK
*Director, Strategy & Performance
City of Regina*



ABOUT WBM TECHNOLOGIES

WBM Technologies (WBM) is a Western Canadian leader in the provision of outcomes-driven information technology solutions. We provide IT solutions through 4 core business areas: Data & Security, End User Computing, Managed Print, 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 nearly 400 IT professionals across Canada who are motivated to make a difference with our clients through the results we can achieve together.

