

BUSINESS OUTCOMES REPORT

BUILDING A SECURE AND MODERN WORKPLACE AT EXCEL HOMES



Made for Teamwork
Powerful Collaboration
Work Smarter
Information on Demand
Build Community



SPRING 2021

Excel Homes

BACKGROUND

With robust growth, an aging infrastructure, and the departure of key IT personnel, Excel Homes needed a new model for IT support. In the spring of 2020, we thoroughly evaluated all options and selected WBM Technologies as our managed IT services provider. These are the highlights of our partnership to date.

OUTCOME 1 BUSINESS SECURITY

IT security is critical to our operations and an essential underpinning for modern workplace transformation. We immediately implemented a strategy to secure our data.

- Next Generation Firewalls installed to monitor internet traffic - before it even reaches our end user devices
- Standardized antivirus enabled for centralized monitoring, alerting, and the rapid remediation of security threats
- Backup and DR moved to the Cloud for enhanced security and data recovery
- Security Awareness training completed with all staff



100%

Devices securely monitored and managed



3

Ransomware attempts blocked in the first month alone



92%

increase in staff trained on cybersecurity awareness



54.5%

Improvement in cybersecurity awareness scores



“I think we’ve all realized for the last couple of years that despite all the technology we have in place, the biggest security risk in any company is the end-users. I was intrigued by WBM’s approach to security being not just a software or hardware-based solution, but also how they embraced training and educating the end-users to secure our systems.”

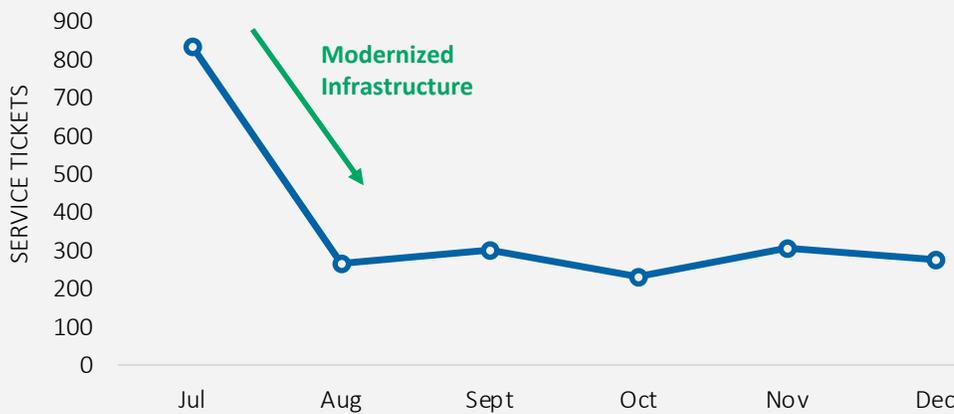
OUTCOME 2

A MODERNIZED INFRASTRUCTURE

Modernizing our infrastructure improved security, but it also reduced staff incidents and need to spend time “dealing with IT”. Technologies were introduced to improve the environment and overall experience.

- 3 outdated and unsupported operating systems removed or modernized
- 20 show homes connected to our main environment for remote monitoring and management at all sites
- Increased performance and stability of key business applications
- Firewall and antivirus upgraded to improve data protection
- Computing strategy introduced to enable our workforce with best-fit and persona-based technology
- Modern workplace enabled boardroom technology installed to simplify and improve the virtual meeting experience
- Tools and systems implemented to ensure anywhere/anytime IT support capabilities

SERVICE TICKETS



67% ↓

Decrease in average monthly IT issues

OUTCOME 3

IMPROVED SUPPORT

Though IT incidents have significantly decreased with a modernized and fully managed infrastructure, our staff still need support. They now enjoy the following improvements in their technology experience:

- A Massive Team - over 400 IT professionals in Western Canada now supporting us as a values-aligned extension of our team
- 24x7x365 Support - staff can now access IT support at any time and from anywhere, right when they need it
- Data-driven insights – world class toolsets give us visibility into IT to continually improve performance
- A Great User Experience: a Net Promoter Score of 92/100



“I had a very complicated problem, but Ben did not give up - and he found me a solution!”



“Fixed my issue in one shot! No back and forth.”



“Very kind and taught me a new shortcut! :)”



“Quick response, solved an issue that previous IT support could not fix.”



“Typical WBM service excellence.”



“Friendly and ready to help.”



2815

incidents resolved to date



92

Net Promoter Score

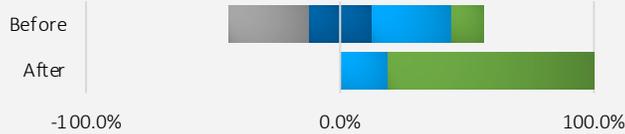
OUTCOME 4

ENHANCED PRODUCTIVITY AND COLLABORATION

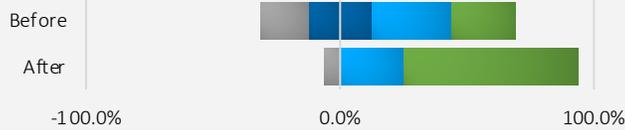
With a secure, modern, and supported infrastructure in place, WBM's Technology Experience & Enablement team helped us take the next steps to adopt the modern workplace. This included discovery, recommendations based on real use cases, virtual workshops and online learning modules, and the creation of an Excel Homes Modern Workplace Champions Team to drive the best uses of our digital tools.

COMFORT LEVEL WITH M365 APPLICATIONS BEFORE & AFTER TECHNOLOGY ENABLEMENT SERVICES

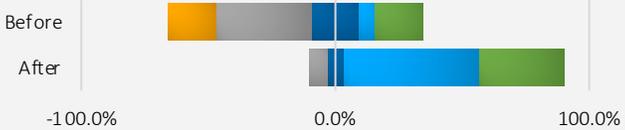
MICROSOFT TEAMS



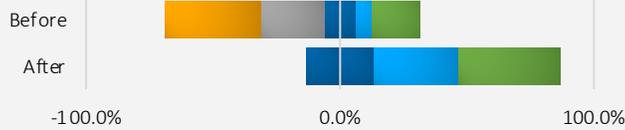
ONEDRIVE



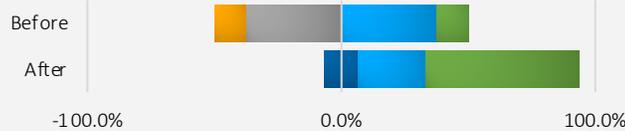
SHAREPOINT



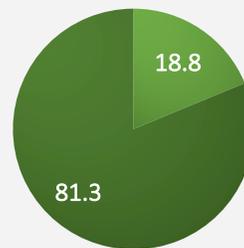
PLANNER/TO DO



ONE NOTE

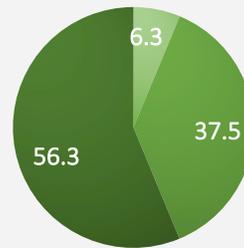


1 - Little / no Comfort 2 3 4 5 - Extremely Comfortable



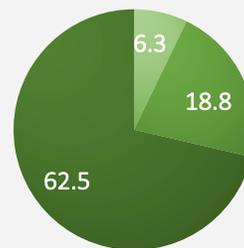
THESE NEW TOOLS WILL HELP ME COLLABORATE BETTER

Agree
Strongly Agree



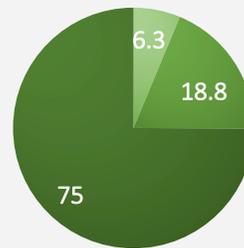
THESE NEW TOOLS WILL SAVE ME TIME

Neutral
Agree
Strongly Agree



THESE NEW TOOLS HAVE MADE IT EASIER TO WORK

Neutral
Agree
Strongly Agree



THESE NEW TOOLS HAVE MADE IT EASIER TO WORK REMOTELY

Neutral
Agree
Strongly Agree

OUTCOME 4

ENHANCED PRODUCTIVITY AND COLLABORATION – End User Feedback



“The training and support from James and the TEE Team was outstanding.”



“...I have fair amount of computer background, including Office 365. I still learned a lot of things I did not know before.”



“James was a fantastic presenter and I always learned something new. The sessions went by quickly and it helped me understand the vision of how we are using these resources going forward.”



“Great introductory training for new apps as well as more in-depth advanced feature training.”



“Very helpful, wouldn’t have known features within programs existed without it. Also have started using new applications that are helping to keep things organized.”



“The training and support from James and the TEE Team was outstanding.”



OUTCOME 5

COST AVOIDANCE AND RETURN ON INVESTMENT

Microsoft

\$16,819.20

Saved / year



TIME SAVINGS

Staff report saving an average of over 29 minutes per day. Across the organization this is 15,708 hours reclaimed per year!



Cost Savings

The rightsizing of our Microsoft investments now saves Excel Homes \$16,819.20 / year. There was a 22.9% reduction in unnecessary software licenses.

15,708

Hours saved per year

22.9%

Reduction in
unnecessary
software licenses

THE NEXT WAVE OF VALUE AT EXCEL HOMES

- Complete the move to the Cloud for rapid growth scalability, security, and data/application availability
- Organization-wide M365 adoption to enhance collaboration and productivity
- Further remote work enhancements to securely work any time and from anywhere
- Implementation of Windows Virtual Desktop to eliminate the need for onsite server investments



“Having a managed services structure in place has allowed me to really focus on the business. Where do we take the business, the next steps? How do we improve the business with technology? I don’t have to manage a help desk anymore. I don’t have to manage a larger team. I get to focus on what I do best...”

PHILIP ROBICHAUD

Manager, Business Systems & IT
Excel Homes



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 400 IT professionals across Canada who are motivated to make a difference with our clients through ongoing and impactful partnerships together.

