



AMP
ALBERTA
MUNICIPAL
PLACE



TRANSITION OUTCOMES REPORT

AUMA Implements World Class IT Services With Net Cost Savings
THE FIRST 3 MONTHS

Summer 2021



OUTCOME #1

A WORLD CLASS PARTNER, RIGHT IN OUR OWN BACKYARD

In September 2020, AUMA completed an extensive RFP process to select a Managed IT Services partner.

WBM Technologies was the clear winner of this competition, and we jointly executed a technical discovery of our environment and rapid onboarding of their services.

This document summarizes the technical innovations and business outcomes achieved in just our first 3 months of partnership.



“WBM’s sophistication and attention to detail brought immediate benefits to AUMA. From the optimization of our technology infrastructure to the new and innovative ways our staff can access live and friendly support, WBM has already improved our IT experience— all while reducing our costs.

As the technology leader for AUMA, knowing that our IT operations are in good hands helps me focus on other strategic objectives. The WBM team receives high praise from our staff every day, and I couldn’t be more pleased with their people and our achievements so far.”



SHAUN GUTHRIE

Senior Director, Information Technology
AUMA

OUTCOME #2

A WARM ALBERTA WELCOME

In January, AUMA launched our comprehensive managed services program. WBM's professional but welcoming approach was an immediate cultural fit. They took the time to meet our people, understand our organization and objectives, and connected with all of our staff to start our partnership.

- A genuine and personal welcome
- A new, friendly, and efficient way to connect for support



45-day rapid implementation



“Our onboarding was flawless. I’ve never seen anything like it in my time in IT.”

AUMA IT SERVICES NOW INCLUDE:

- Infrastructure assessment, optimization, & strategic road mapping
- Remote monitoring & management for uptime & peace of mind
- 24x7x365 live technical support
- Technology evaluation, procurement & lifecycle services
- Enhanced cybersecurity
- Technology enablement services to help us work easier

OUTCOME #3

IMPROVED IT, REDUCED COSTS

Our new service model and technology optimization process resulted in cost savings from Day 1. Operational costs are now fixed for AUMA, adding budget predictability and the removal of barriers to unlimited support.

The team supporting AUMA is based in Alberta and familiar with our people, processes, technology, and culture. This significantly enhances the support experience for our staff. We can now offer 24x7x365 technical support across the organization and our IT environment is remotely monitored at all times to ensure uptime and health.



Immediate
Cost Savings

\$84,000

IMMEDIATE SERVICE WINS



99.4%

of open tickets resolved in the first 90 days



71%

First Call Resolution



53%

Reduction in IT issues

INFRASTRUCTURE HEALTH WINS

99%

Patch compliance to eliminate vulnerabilities



2404

Patches applied to date



38%

Reduction in servers required

IT PROJECTS COMPLETED



OneDrive migration



Exchange 2013 decommission



Tableau Cloud Server Application installation



Azure Application Gateway implementation

100%

Project Satisfaction Score

OUTCOME #4

A COMFORTABLE PATH TO THE ADOPTION OF MODERN WORK TOOLS

WBM's Technology Experience and Enablement team are introducing productivity and collaboration improvements at AUMA through Microsoft 365 tools. They are helping our staff adopt technology to make their work easier and more efficient.

WITH A SINGLE CLICK ON OUR SUPPORT PAGE, STAFF CAN:



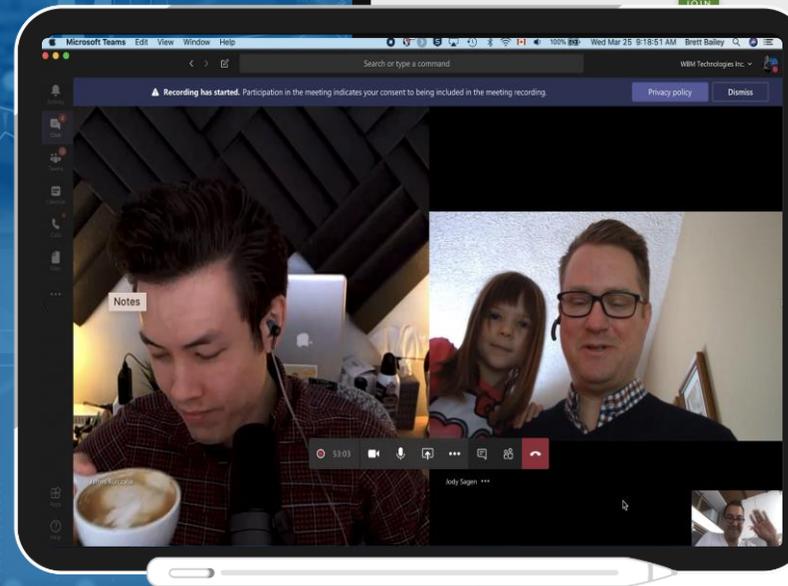
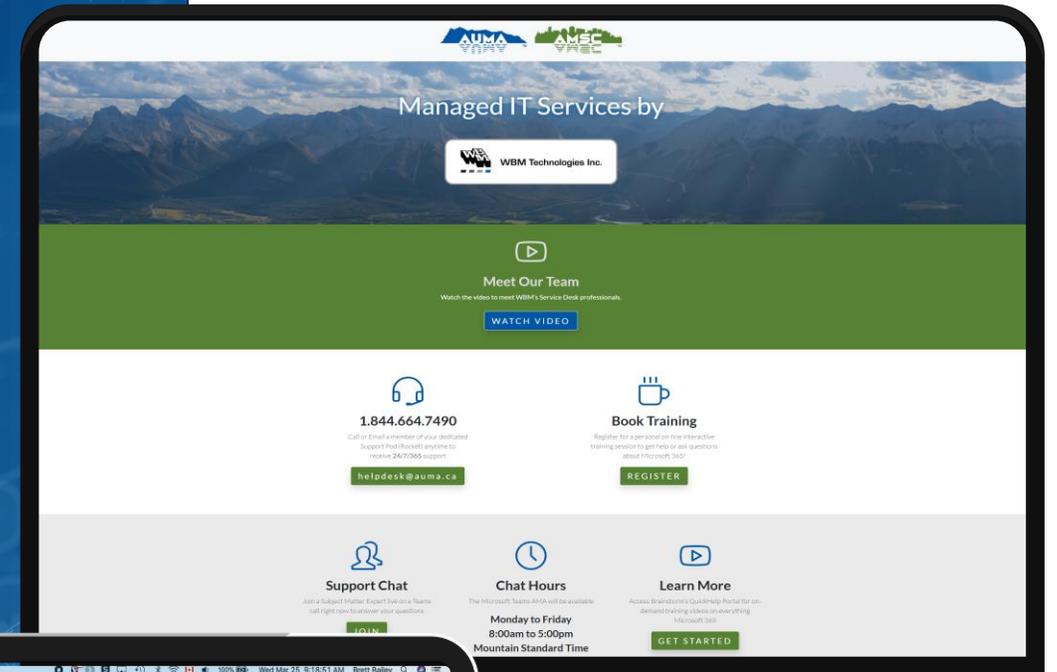
Connect with a WBM Experience Engineer for live, "how to" support



Schedule a live Teams meeting for group sessions or 1:1 deeper dives into more complex issues



Access a library of multimedia resources for self-paced learning with customized training paths



SKILL PATHS INTRODUCED AT AUMA TO DATE:

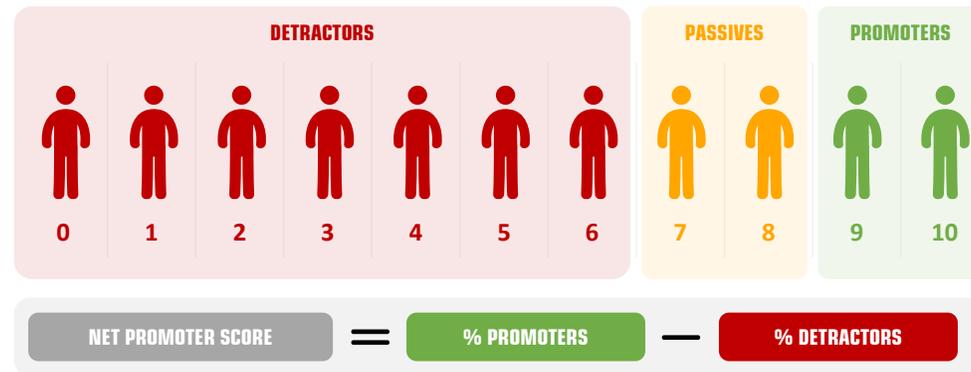
- Meet Microsoft Teams
- Manage Risk by Enabling Remote Work
- Security
- Get Started with OneDrive
- D365 Rollout & Adoption

OUTCOME #5

IMMEDIATE END USER SATISFACTION

WBM uses Net Promoter Score to provide AUMA with a measurement of our customer experience. This is a globally recognized standard and is calculated using the formula below.

CALCULATING NET PROMOTER SCORE



END USER FEEDBACK

“Awesome turnaround. Wow. Great work as always!”

“My ticket was handled very fast! Thank you so much!”

“Please, could we have another colour of happy face for AMAZING? I couldn't be more satisfied!”

“Nicholas is Awesome! He definitely knows his stuff. He resolved my ongoing issue that I had since last year in minutes flat. He is a pleasure to work with. Thank You!”

“Patrick's service was excellent. Truly appreciated the time he took to explain things to me and help me get up and running. Thank you.”

“Nick is knowledgeable, prompt, and funny. So glad we have him!”



ABOUT AUMA

Established in 1905, the Alberta Urban Municipalities Association (AUMA) represents Alberta's urban municipalities—including cities, towns, villages, summer villages, and specialized municipalities—where over 85% of Albertans live.

Like our members, we are dynamic and constantly evolving. What remains constant is our commitment to providing solutions and resources for municipal issues and challenges.

We work with elected and administrative leaders of Alberta's urban municipalities to advocate for solutions to municipal issues, and to identify and develop opportunities that contribute to key components of community building.

Through our wholly-owned subsidiary, the Alberta Municipal Services Corporation (AMSC), we have also developed a range of competitively priced business services designed to meet the needs of our members..



ABOUT WBM TECHNOLOGIES INC.

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.

