



BUSINESS OUTCOMES SUMMARY

THE BENEFITS OF VIRTUAL MEETING ROOMS & MODERN WORKPLACE TOOLS

Baker Tilly Chartered Accountants

PROJECT SUMMARY

Baker Tilly is a mid-sized accounting firm with 3 locations in western Canada – Bonnyville, Cold Lake, and Edmonton. Effective collaboration between our clients and staff is critical to the quality and delivery of our professional services. With the rise of modern work tools and remote work scenarios, our virtual meeting technology was quickly becoming obsolete.

WBM Technologies assessed our environment and needs, implemented a new meeting rooms solution, and helped our team adopt modern workplace tools – all to rave reviews.

THIS INCLUDED

- In-person end user sentiment gathering and use case analysis
- Current technology assessment
- Customized meeting room design and implementation
- Deployment of Microsoft modern workplace tools (such as Teams and OneDrive)
- Holistic solution training (in-person, group workshops, and self-directed virtual instruction via Brainstorm Quickhelp)

The solution rapidly changed the way we work, improved the productivity of our firm, and is connecting our team with each other and our clients in ways never experienced before.

OUTCOME

MODERNIZED MEETING ROOMS



The initial scope of work considered our entire user base, our boardrooms, and other virtual meeting areas to arrive at a Microsoft-integrated meeting rooms solution. The full project was completed in under 3 weeks, giving our team new ways to connect with each other and our clients.

POST-IMPLEMENTATION DATA

 100% agree that the solution improved team communication	 100% agree that the solution improved meetings	 100% agree that it is now easier to collaborate and communicate with other offices	 4.4/5.0 satisfaction rating (100% indicating 4 out of 5 or higher)
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USER FEEDBACK

“What are you most pleased about with your new meeting rooms?”

 “How easy it is to connect to a meeting. It saves a lot of time!”	 “The ease of setting up a meeting.”
 “Simplicity.”	 “...we are able to see room availability and easily connect our technology to the display. It has allowed us to conference in a space rather than just in our own offices.”
 “We can all see each other when having meetings in all three locations!”	
 “It has easily allowed us to communicate and become more involved in meetings.”	 “The video conferencing is great!”

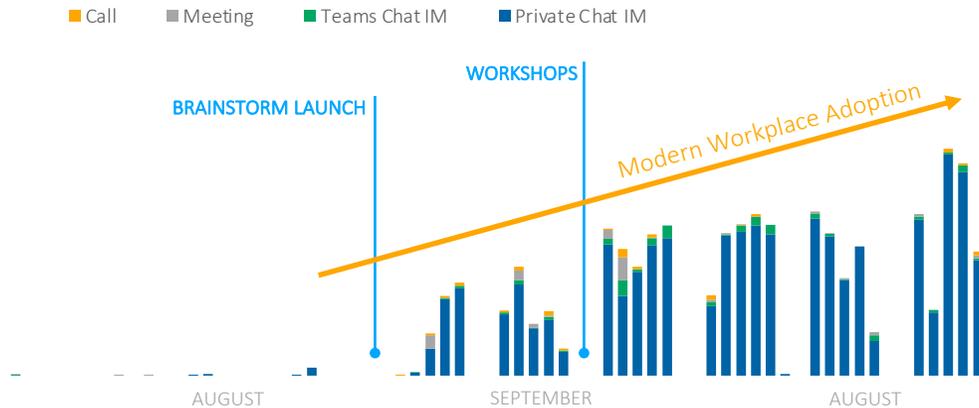


OUTCOME

A MORE EFFICIENT WAY TO WORK

In conjunction with the meeting rooms rollout, WBM deployed Teams and OneDrive from the Microsoft 365 ecosystem. Training included self-guided Brainstorm Quickhelp modules, followed by in-person workshop training sessions tailored to our work scenarios and real use cases at our firm. This personalized and layered approach clearly resulted in modern workplace adoption by our team.

MICROSOFT TEAM ADOPTION STATISTICS



USER FEEDBACK

“Teams has certainly cut down on the number of emails I send. I find it much easier to use Teams to coordinate with others in all 3 offices”.

“Teams is awesome!”

“Microsoft 365 has definitely improved my daily workflow.”

“This has helped me cut down on emails and makes me more efficient in my work.”

“The ability to collaborate on documents in Teams allows us to know the most updated version of the file, and there are no questions about how far along a project is or where it is at.”

“Super easy to use anywhere you are. I have the ability to look at files even if I am remote and do not have my work computer.”

“I love that it automatically saves, and I can pick up and work from anywhere.”



90%

of users report time savings as a result of their new Microsoft tools



448.5

minutes saved per day (firm-wide)



“This wasn’t just the installation of some video conferencing equipment; it was a strategy to enhance collaboration and help us work more effectively. The virtual meeting experience for our staff and clients has improved significantly, and the ways we are able to use Microsoft applications in our day-to-day has taken it to the next level.



Our staff have embraced a new way of working because of WBM’s approach, and the feedback we’ve received has been phenomenal.

I couldn’t be happier with the investments we’ve made.”

GREG SYLVESTRE, CPA, CA

Baker Tilly

ABOUT BAKER TILLY

For almost 40 years, Baker Tilly has been providing both businesses and individual clients with sound and reliable accounting and tax advice. Our team of 30-plus professional accountants and technicians expertly delivers a wide range of financial and advisory services to our diverse client base. Whether your industry is oil and gas, transportation, retail, or professional services, we've got the right team member to serve you.

Our current, progressive, and forward-thinking practice employs a digital workflow, and therefore our staff can work from anywhere. Even though our offices are in Edmonton, Cold Lake, and Bonnyville, our output is seamlessly integrated. Professionals are hand-selected and matched to clients to best serve their individual needs.

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.



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