



A WBM TECHNOLOGIES WEBINAR

Modern Deployment

Surface and the Modern Workplace



HOUSEKEEPING ITEMS



- Presentation will be followed by a Q&A
- To ask a question, use the Q&A Button at bottom of screen
- Recording and answers to your questions will be emailed after the event



ONE OF CANADA'S MOST POWERFUL TECHNOLOGY PROCUREMENT PROVIDERS

- 470 Team Members
- 7 World Class Western Canadian Warehousing & Logistics Centers
- Worldwide Delivery via Global Distribution Points
- On Demand Local Managed Inventory
- Value Added Integration Across Service Delivery Areas



YOUR HOSTS



Jody Sagen

Director, Technology
Experience & Enablement,
WBM Technologies



Jamie MacKenzie

Director of
End User Computing,
WBM Technologies



SPECIAL GUEST



Gerry Samuelson

Supervisor, IS End User
Services,
Pembina Pipeline Corporation

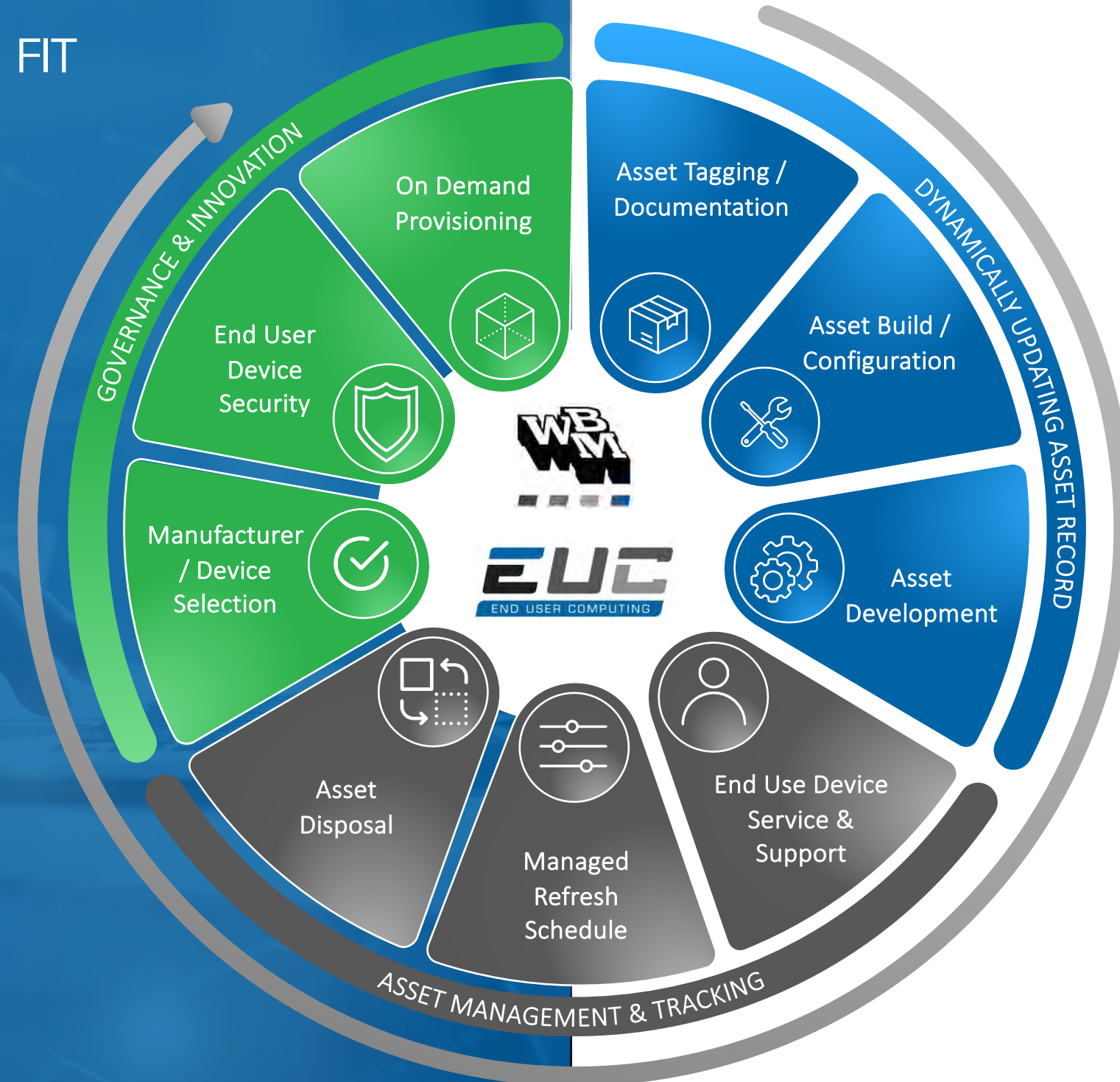


Introduction to WBVM's End User Computing

A PROCUREMENT STRATEGY DESIGNED TO FIT SEAMLESSLY TO YOUR EXISTING PROCESSES

WE UNDERSTAND THAT TECHNOLOGY PROCUREMENT IS A CRITICAL COMPONENT OF YOUR ENTERPRISE ENVIRONMENT

- Seamlessly align to existing systems and approaches, from finance to service delivery.
- Provide value added services where any gaps exist or...
- Provide a complete lifecycle management service program (build, deploy, support, end of life services, and more)



Scan the QR Code to learn how Cybera is working with WBM Procurement to generate a multimillion-dollar cost reduction across Alberta's Post-secondary Institutions



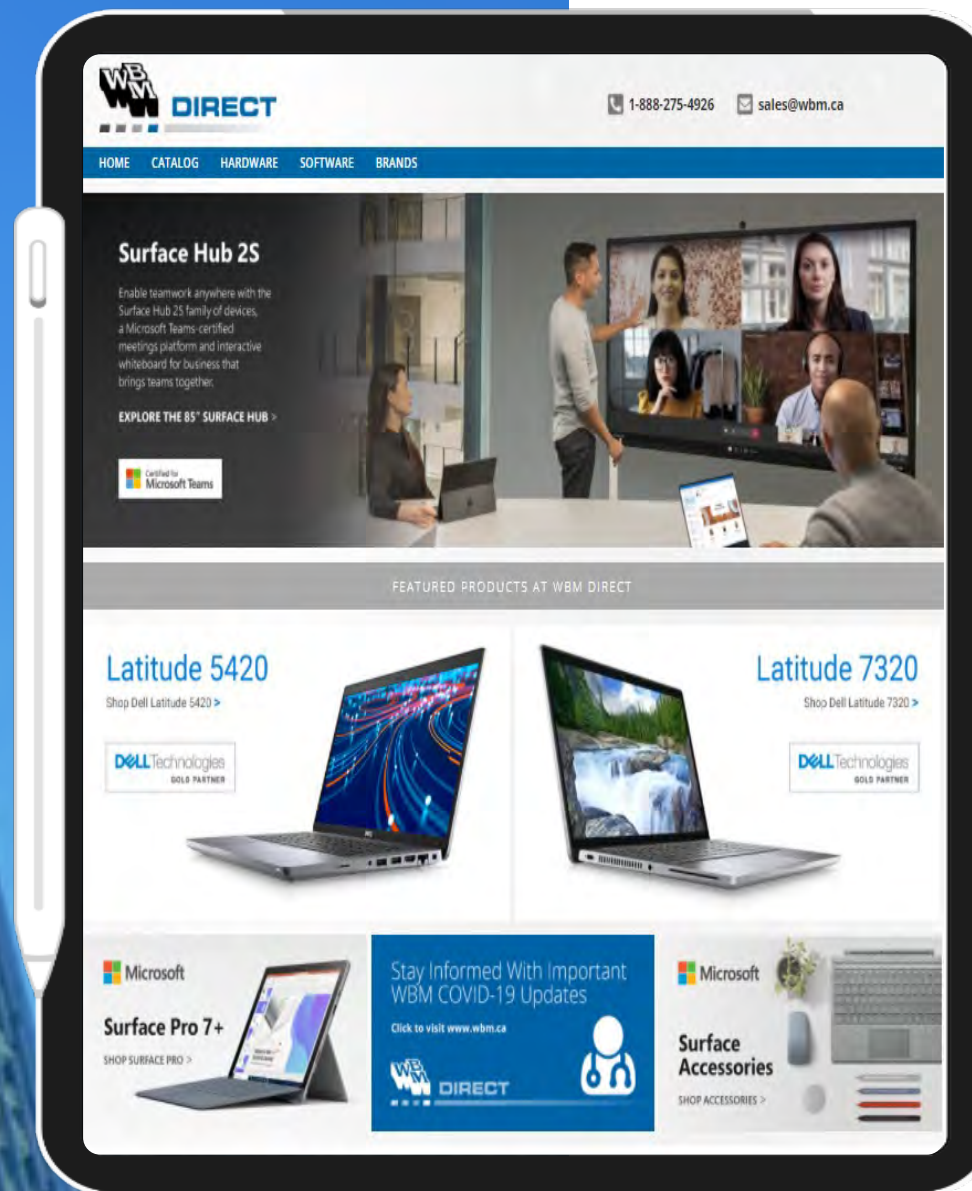
“With our locations acting independently, I used to think there was no way we could automate our procurement processes or bring them together around standards in how we order and track our purchases.

Through WBM, we now have a portal for standard devices, they manage over 30 MNP purchasers nationally, and provide an approval workflow that allows oversight into our spend.

Plus, if I ever have any issues, it's Ash and Randy there to help me out! It's a pleasure to work with WBM.”

KENT STRACHAN

Director - IT Operations
MNP LLP



ONLINE ENTERPRISE PROCUREMENT PORTAL

WBM Direct is a Best in Class purchasing portal, providing immediate access to pricing, current inventory levels, and direct visibility into availability across over 300,000 technology SKU's.

- A published and maintained custom catalog will reflect your Enterprise specific device standards, special pricing, and locally available managed inventory levels.
- Multiple user types, including approvers, buyers, and line of business catalogs, each with definable cost centers and billing processes.
- Data driven insights to refine, optimize, and evolve with changing procurement standards and processes over time.

GLOBAL PROCUREMENT AND FULFILMENT



- Technology procurement and local delivery to every region in the world.
- Along with multinational partners including the United Nations and the Red Cross, WBM partners with Planson International to leverage global distribution points for duty / tariff / shipping cost avoidance, local tax and delivery, proper power supply and valid manufacturer warranty by region.
- Access to local installation and support services though a global partner network.
- Consistent billing for all global procurement, complete with local tax and duty paid, billed from WBM direct to your head office in CDN dollars.



Planson



UNITED NATIONS

SYMEND 

The science of engagement™

PEMBINA 

Nutrien 

VERMILION
ENERGY



MANUFACTURER AGNOSTIC PROCUREMENT STRATEGY

BEST VALUE PROCUREMENT MITIGATING RISK AND PROVIDING RESULTS

Even while Enterprise standards are setup and in place, WBM continuously works with multiple technology manufacturers to constantly evaluate pricing levels, availability, and device roadmaps on your behalf, ensuring that together we are always challenging the market for best possible pricing and advocating for availability when supply chain levels are constrained.

FIRST 6 MONTHS OF CONTRACT

Device Type	Devices Purchased	Cost Avoidance
Laptops	1337	\$227,290
Desktops	1573	\$242,242
Total Cost Avoidance		\$469,532

TO DATE HARDWARE ONLY COST AVOIDANCE

Device Type	Devices Purchased	Cost Avoidance
Laptops	4925	\$361,963
Desktops	6680	\$708,738
Monitors	7364	\$281,598
Total Cost Avoidance		\$1,352,299

*Government of Saskatchewan Actual Results



Panasonic

TOUGHBOOK

Lenovo

**Microsoft
Surface**

“In 2014, the provincial government embarked on a plan to bring our organizations together and modernize procurement across the province of Saskatchewan.

The WBM Technologies End User Computing Strategy is a program that aligns with our objectives for Best Value, resulting in reduced burden on the public sector staff and increased efficiencies, with a successful roadmap for a long-term partnership.

To achieve all of this, and actually reduce our purchasing costs significantly, has made this a substantial success and the model for future engagements.”

GREG LUSK

Chief Procurement Officer
Government of Saskatchewan

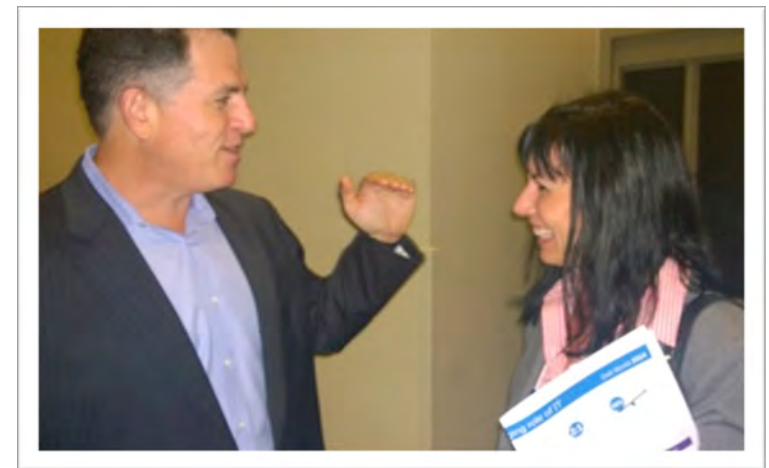


Greg Lusk, Chief Procurement Officer for the Province of Saskatchewan, on stage with WBM President, JoeAnne Hardy, discussing how the WBM Procurement Strategy has driven over a million dollars in savings from their previous spend

INDUSTRY LEADING STATUS WITH TIER 1 TECHNOLOGY MANUFACTURERS



The 2020 HP Partner of the Year Award presented to WBM Technologies by Mary Ann Yule, President & CEO of HP Canada.



WBM President and Past President of the North American Trust X Partner Alliance, JoeAnne Hardy celebrates WBM's 2018 Partner of the Year Status with the President and founder of Dell Technologies, Michael Dell.





Microsoft Canada Impact Awards

2021 WINNER



2021 Microsoft Canada Surface Impact Award Winner

The Surface Impact Award recognizes Surface PC and Surface Hub resellers that have demonstrated outstanding leadership in delivering Microsoft Surface device solutions with an emphasis on new client growth and maintaining their existing Surface customer base.

“Our customers continually drive us to seek innovation and generate new value. This has led to sophisticated supply chain logistics, a managed inventory program across Western Canada, and an approach that empowers us to advocate for our clients on pricing and availability.”

Helping our community overcome the supply chain shortages of the past 16 months has proven the value of our procurement.

To see the WBM team also win Microsoft’s national Modern Workplace award really shows how our team is driving new levels of productivity, collaboration, and how our customers are seeing these devices as integral tools that help achieve a world class technology experience for their end users.”



Ashley Schell, Director of Procurement Services at WBM

ADVOCACY AND ALIGNMENT THROUGH EXECUTIVE LEVEL RELATIONSHIPS

Ensuring that our customer community benefits from the highest levels of awareness, and a direct line of sight to leadership across the Canadian IT Sector is a key component of our success in effectively managing the supply chain, and mitigating enterprise risk.

“Congratulations to WBM and to the community that you have here. It is fantastic to see what is being accomplished as WBM continues to grow with your customers.

I have worked around the world and I can tell you, I have not seen anything quite like this. It’s tremendous.”

KEVIN J PEESKER

President
Microsoft Canada



Microsoft



Scan the QR code to hear from Kevin Peesker and learn how WBM’s data driven approach will unlock new value for your Enterprise.



MANAGED END USER COMPUTING SERVICES

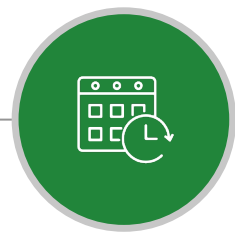
THE WBM END USER COMPUTING TEAM PROVIDES SERVICES ACROSS WESTERN CANADA, NORTH AMERICA & GLOBALLY



103
EUC Team Members



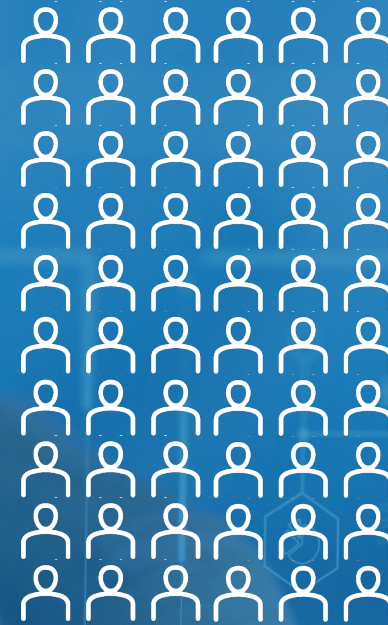
53,000+
End User Devices Under Management



1200+
Time of Day Deployments Per Month



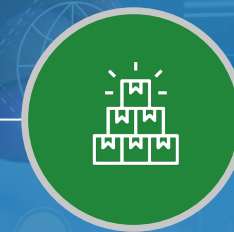
2500
Average Work Orders Per Month



53,000+
END USERS SUPPORTED



500+
Completed Satisfaction Surveys Per Month



\$50M
EUC Goods Procured in FY2020



300+
Library of Packaged Applications



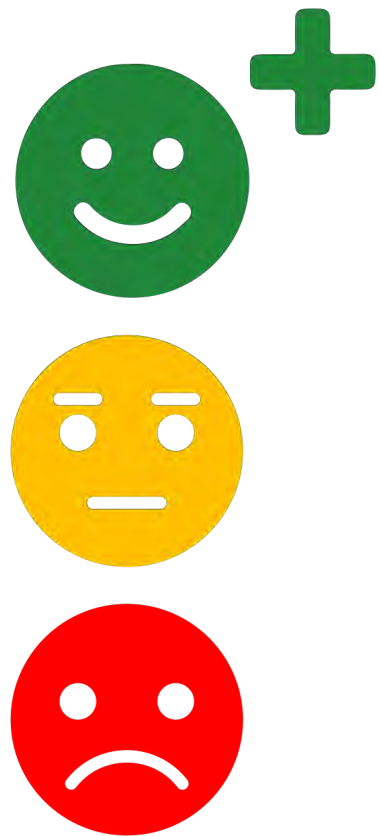
800+
Supported EUC Locations



MODERN DEPLOYMENT

A Story of Innovation

What if you could create a bond with your new employees on their first day of work that increased their productivity & job satisfaction?



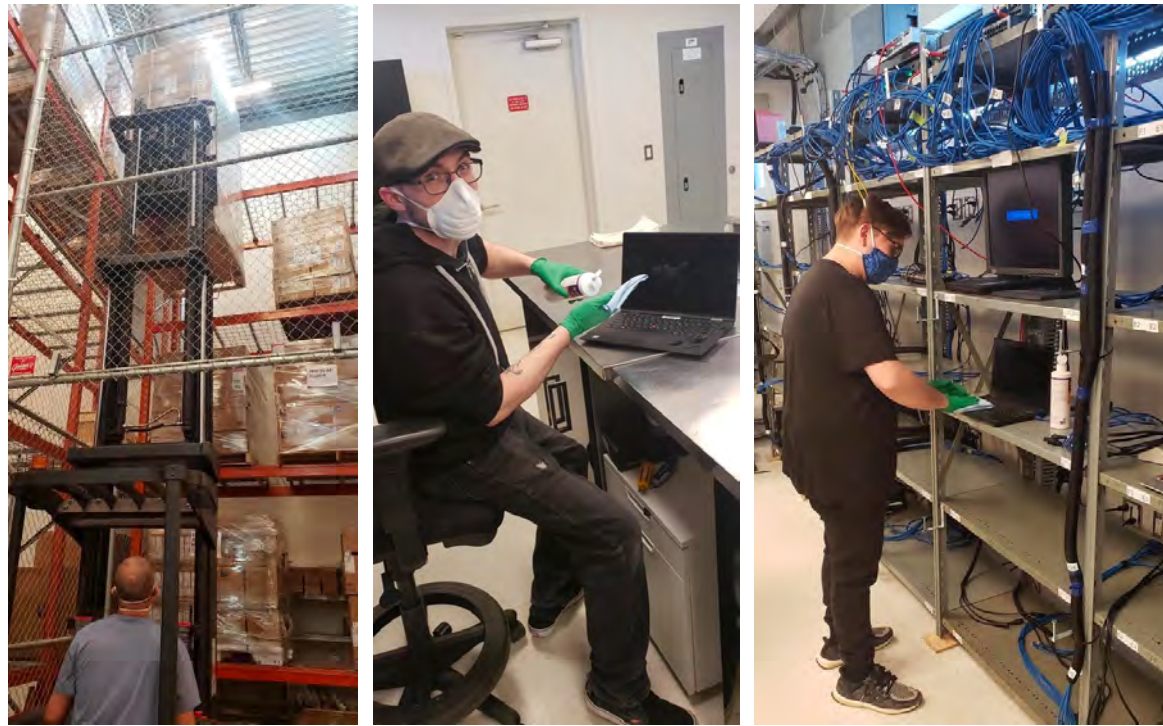
- Leave an amazing and memorable first impression with new staff via our unique Modern Deployment experience.
- Reduce time to productivity from days to hours with seamless deployment, training, and support.





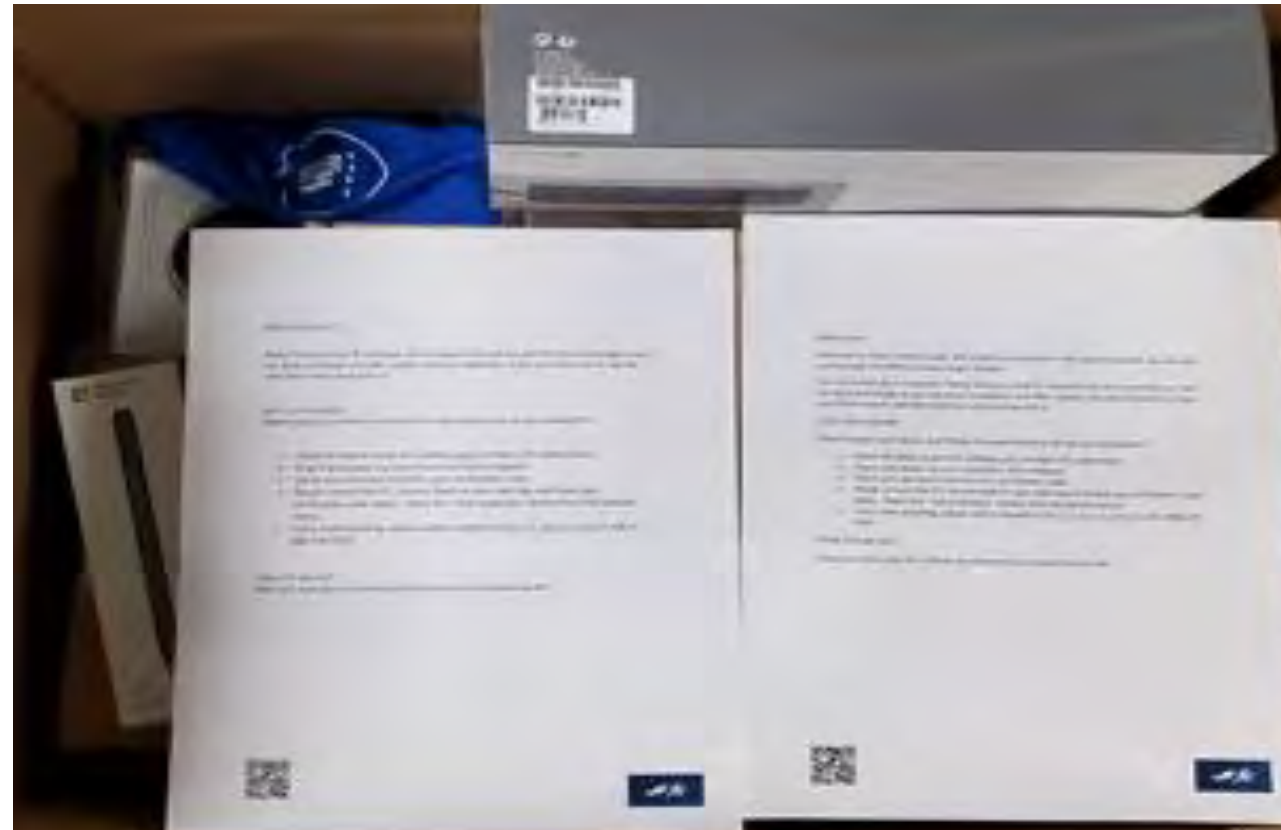
CONSOLES

Accessible Unboxing of the Xbox Adaptive Controller



Best in Class Remote Device Deployments:

- Consistent experience regardless of Location
- Modern Workplace Enablement and WOW FACTOR employment engagement (for something that has to happen anyway)
- Integration into HR Systems Processes
- Leverage Existing Services (Warehouse, Procurement, Deployment, Service Desk, Walk Up Genius Bar, Asset Management, to deliver a complete experience.)





How do I get the most out of my new Surface?



Setup Device

Watch this video to learn how to quickly setup your new Microsoft Surface



Support Chat

Join a Subject Matter Expert live on a Teams call right now to answer your



Learn More

Watch Microsoft Experts explain the "Power of the Pen" and how to

THIS DESIGN SPRINT MISSION



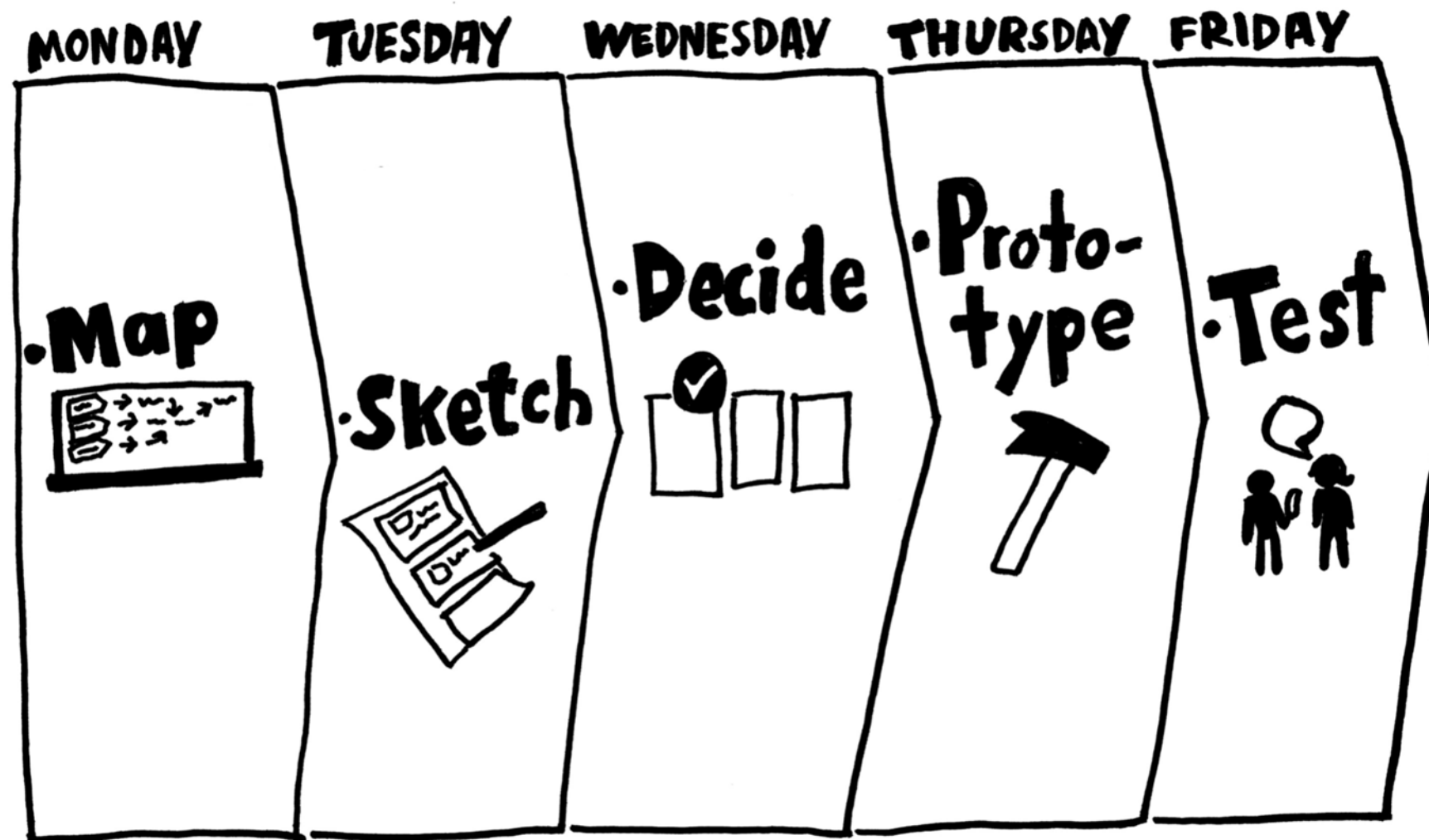
Our goals are to:

- Find ways to elevate the experience for new Pembina employees
- Create an emotional attachment to their new employer
- Help them become more productive in a shorter period of time

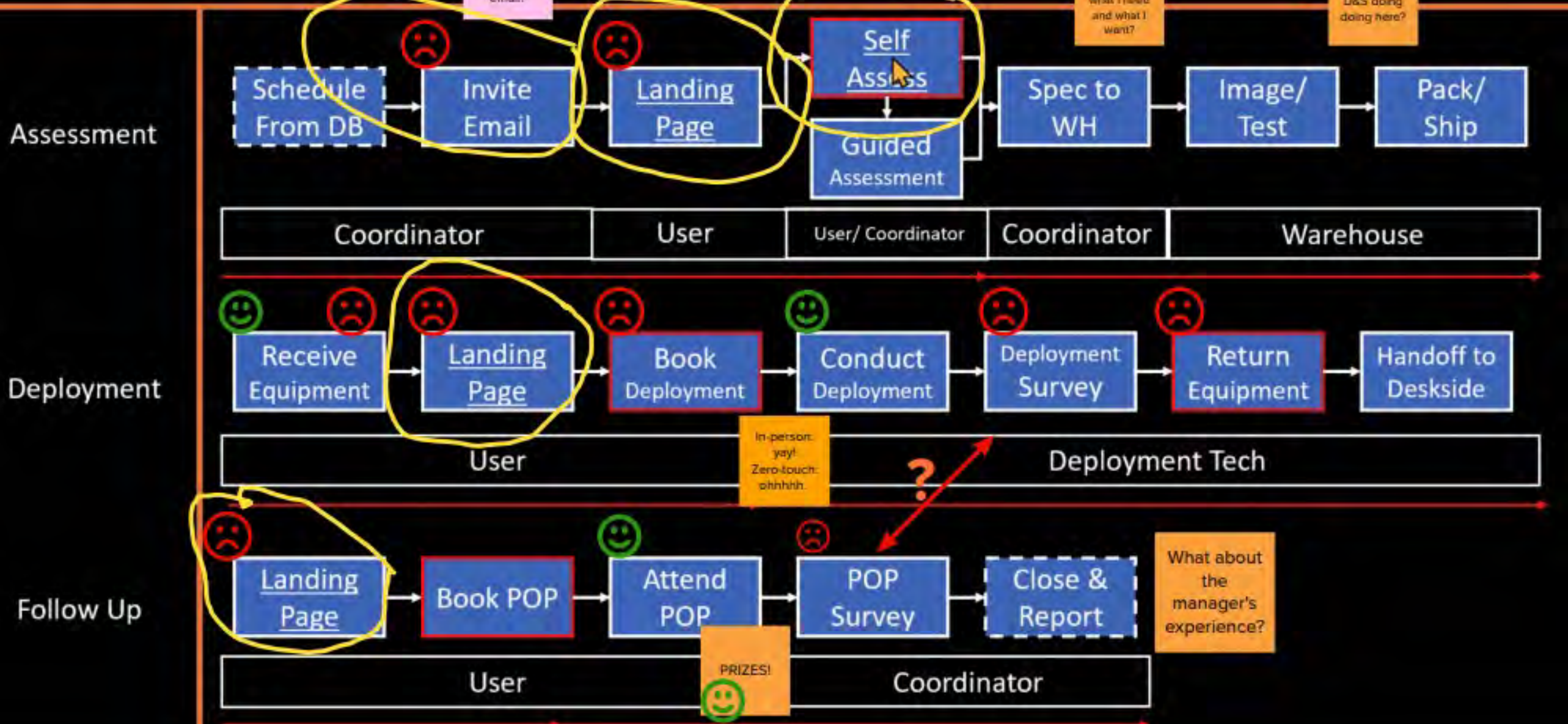
And we're going to use a design sprint to do this

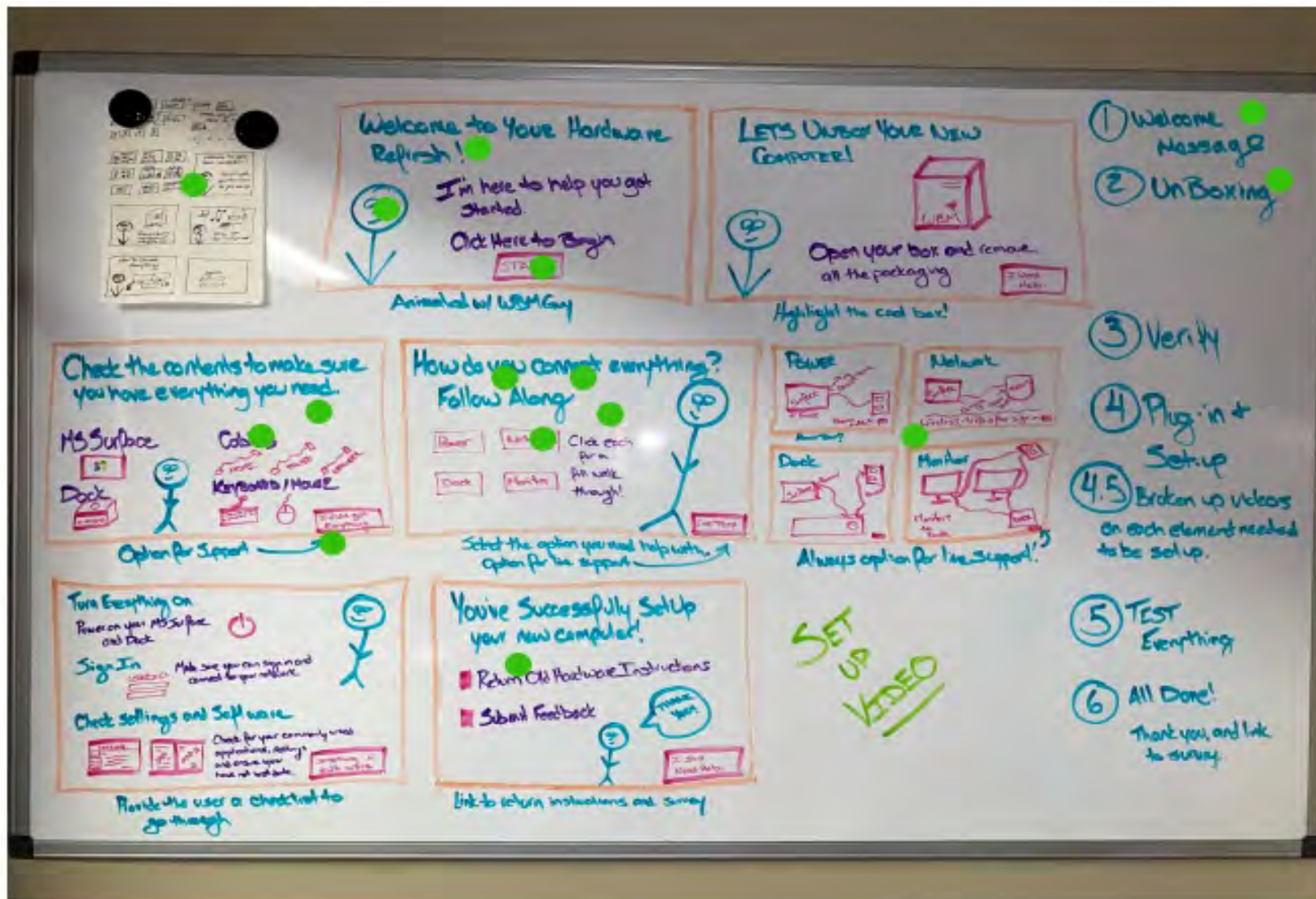


SPRINT WEEK



Process





What about a "time to complete this tutorial"?

to build on the timing at the beginning a "status or progress bar" along the bottom may also be helpful

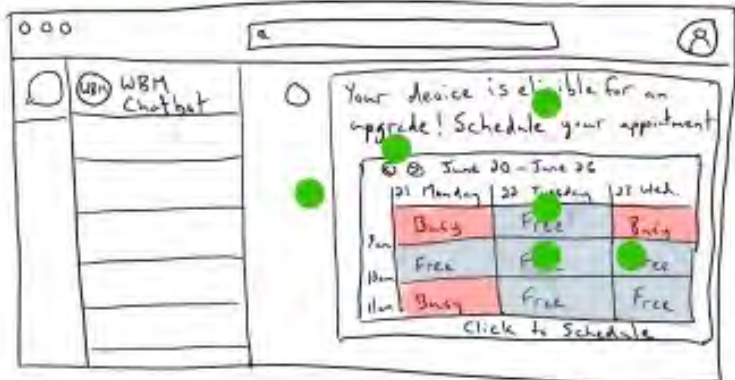
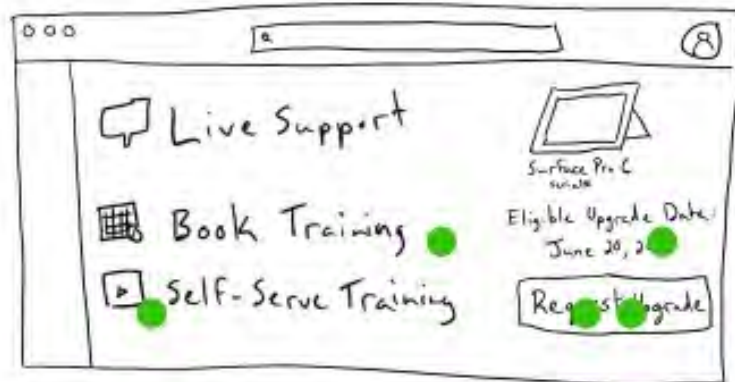
Messaging should include reference to the user's role / persona

Introduce the new device? (or rely on existing materials?!)

Integrated messaging?

How do we address people who want to check out? See help button!!!





Would you use for both remote and self install?
Yes!

How do we optimize the schedule for the install team?

Suggested times - to optimize the team's schedule

The idea is take the data we know ...

Are we making sure data is wiped from the computer?

What happened before this?! Dis they get the video?

Video first? Yes! Probably!

Can we look at the end-user's calendar to see when available?

Current booking tool limitations are creating challenges



Sticky Decision: Which ideas and solutions to we want to take forward?

The CYBER TRUCK

① YOU ARE ELIGIBLE FOR A DEVICE REFRESH JUNE 1, 2021
② REQUEST EARLY DEVICE REFRESH
③ YOUR COMPUTER IS READY FOR REFRESH

Request Device
Check Eligibility
Request Device
Device Arrives
Device Setup

Welcome to your new device upgrade!

My Agency's App

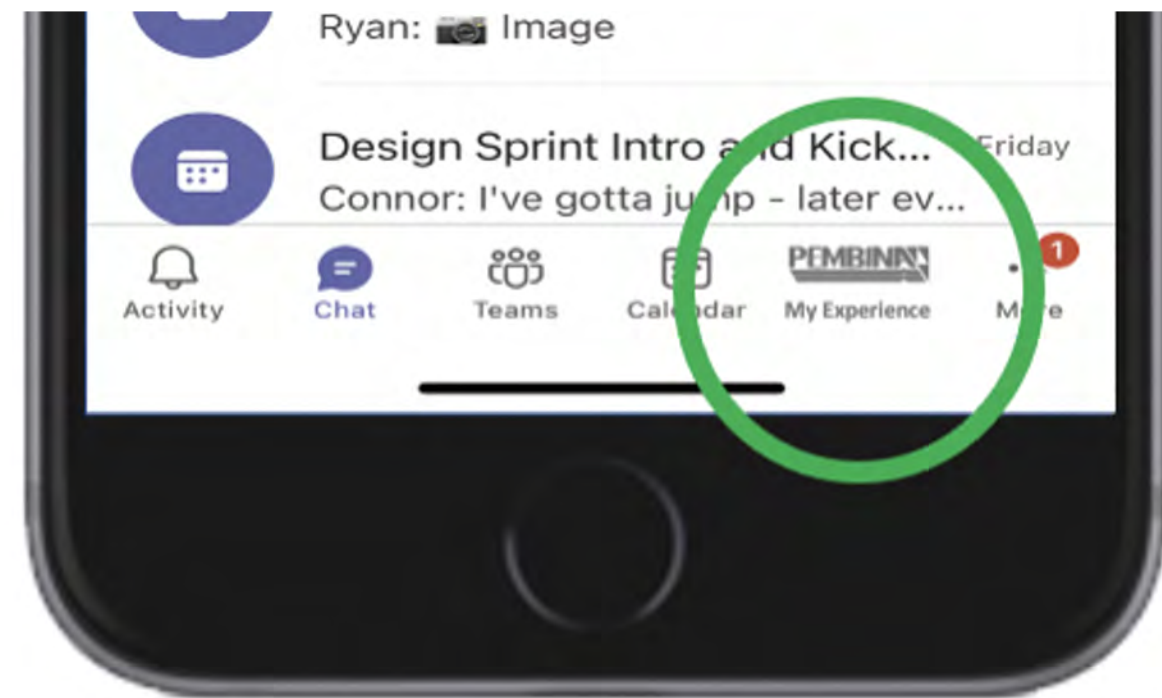
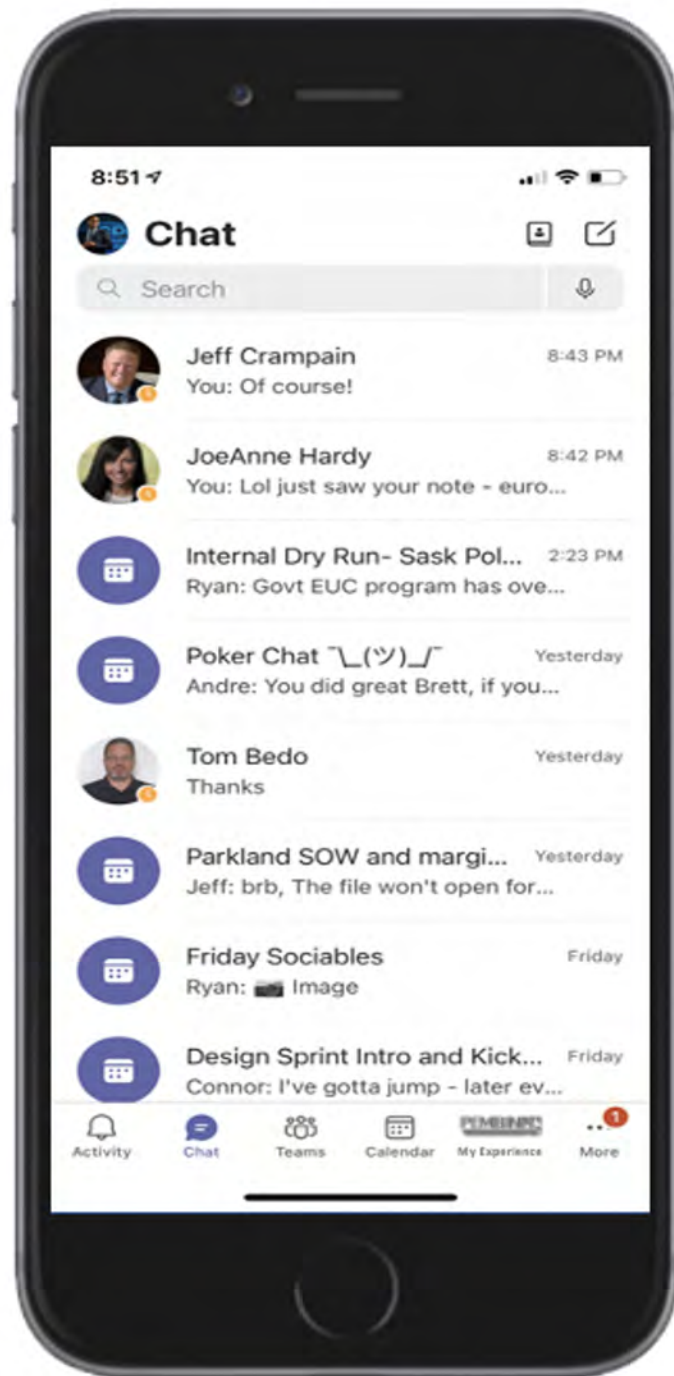


Scan to watch the
60 second
Unboxing Video



Scan to join
our Live Video
Support chat





WBM Technologies Inc

Chat

To: Enter name, email, group or tag

On average it only takes about 5 minutes but I have a feeling you can blast through this in less

Choose one of the following options and we'll get into one of these Surface Pro's in no time

Let's do this! Come back later

Let's do this!

Nice! We're in this together. First thing we need to do is confirm your current hardware by checking the asset tag on the bottom of your computer. We have on file that you have a Surface Pro, Asset # 123ABC!?!&XYZ. Is this correct?

Yes No I don't know

Yes

Type a new message

Activity

Activity

Chat

Teams

Calendar

TEE Support

Files

Communications

Calls

...

Apps

Help

Pinned

Sasha Weiman 05-28
You: I have 30 minutes was gonna sit in but don't...

TEE Party 11:27 a.m.
Kerstin: I can!

AMA 06-01
Recording is ready

Brad Milne 05-26
You: Thank you Brad!

James Kurczaba 05-28
Sounds good, can you send a visa card via an e...

Ethan Bailey 8:48 a.m.
You: jarrod@hillmanav.com

Kerstin Anakaer 8:41 a.m.
Having an hour long meeting with Marie to go...

TEE for Three 05-14
Sasha: hahaha

Ethan and James 03-11
James: Still doesn't work. I believe this is the sam...

Flow 05-28
Sent a card

SaskPower Teams Phone System Imple... 03-01
You: Just wanted to provide the link to the surve...

Keith Daser 05-27
can we chat again about Reimer

Jamie MacKenzie 05-31
You: I'm really excited for this process! I really ho...

Connor Wahl-Arsenault 05-26
<https://www.superhi.com/courses/digital-project-...>

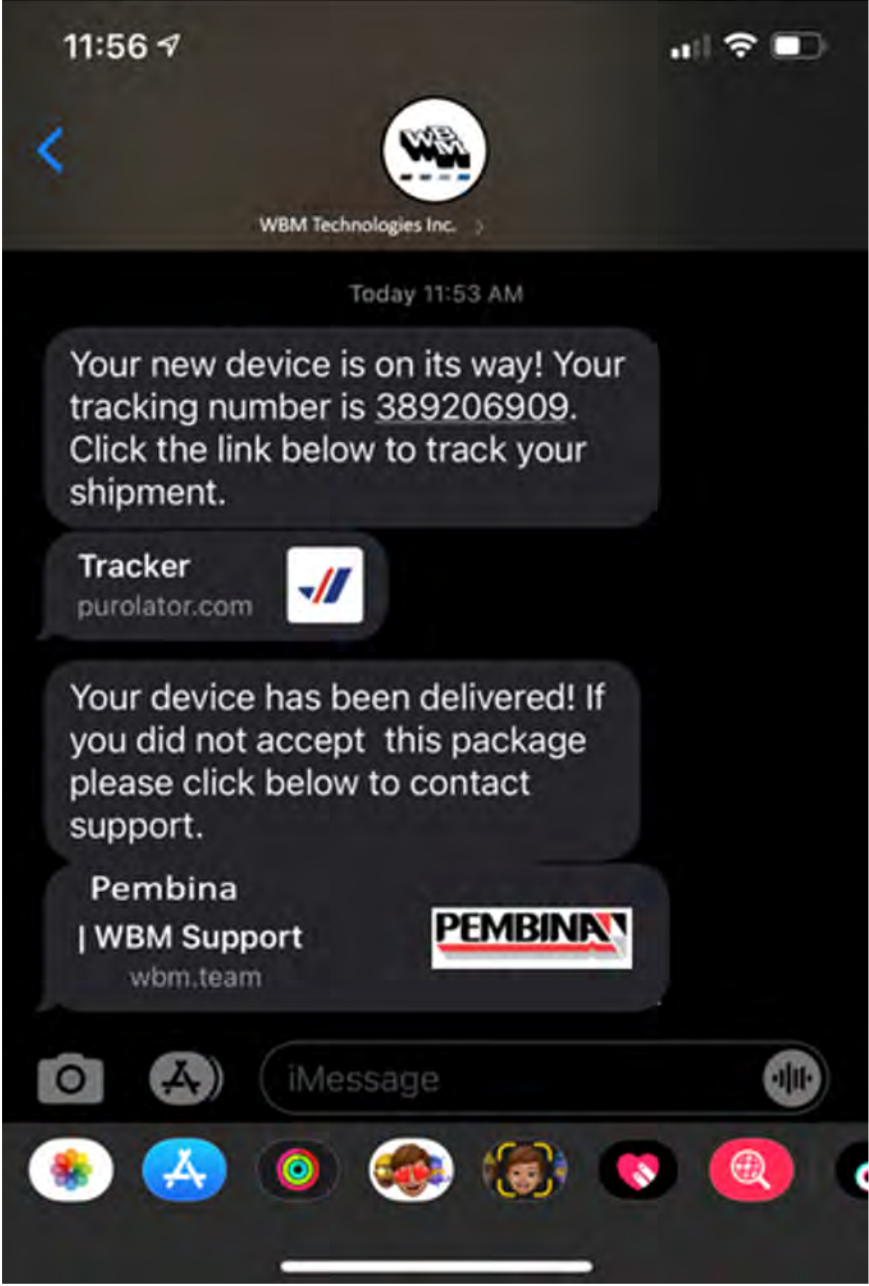
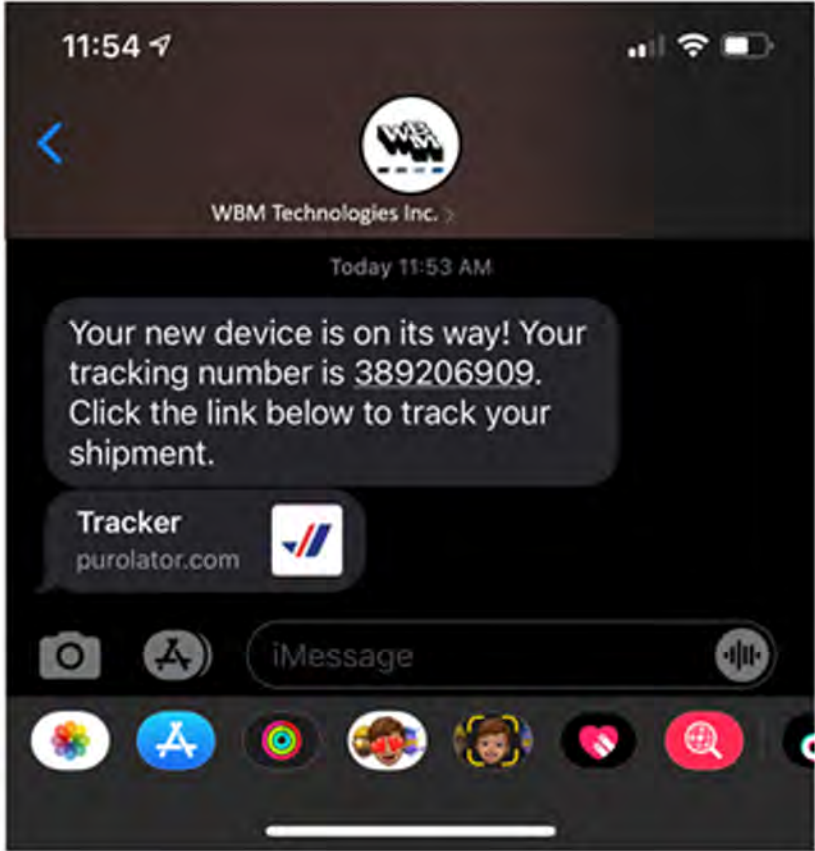
Cameron Breen 05-31
Call me again 😊

Recent

New chat

Gerry Samuelson 7:01 p.m.
You: I am open to you being a tester Gerry! ... External

Ryan Jeffery 5:04 p.m.
perfect!







PEMBINA



Welcome to Pembina!

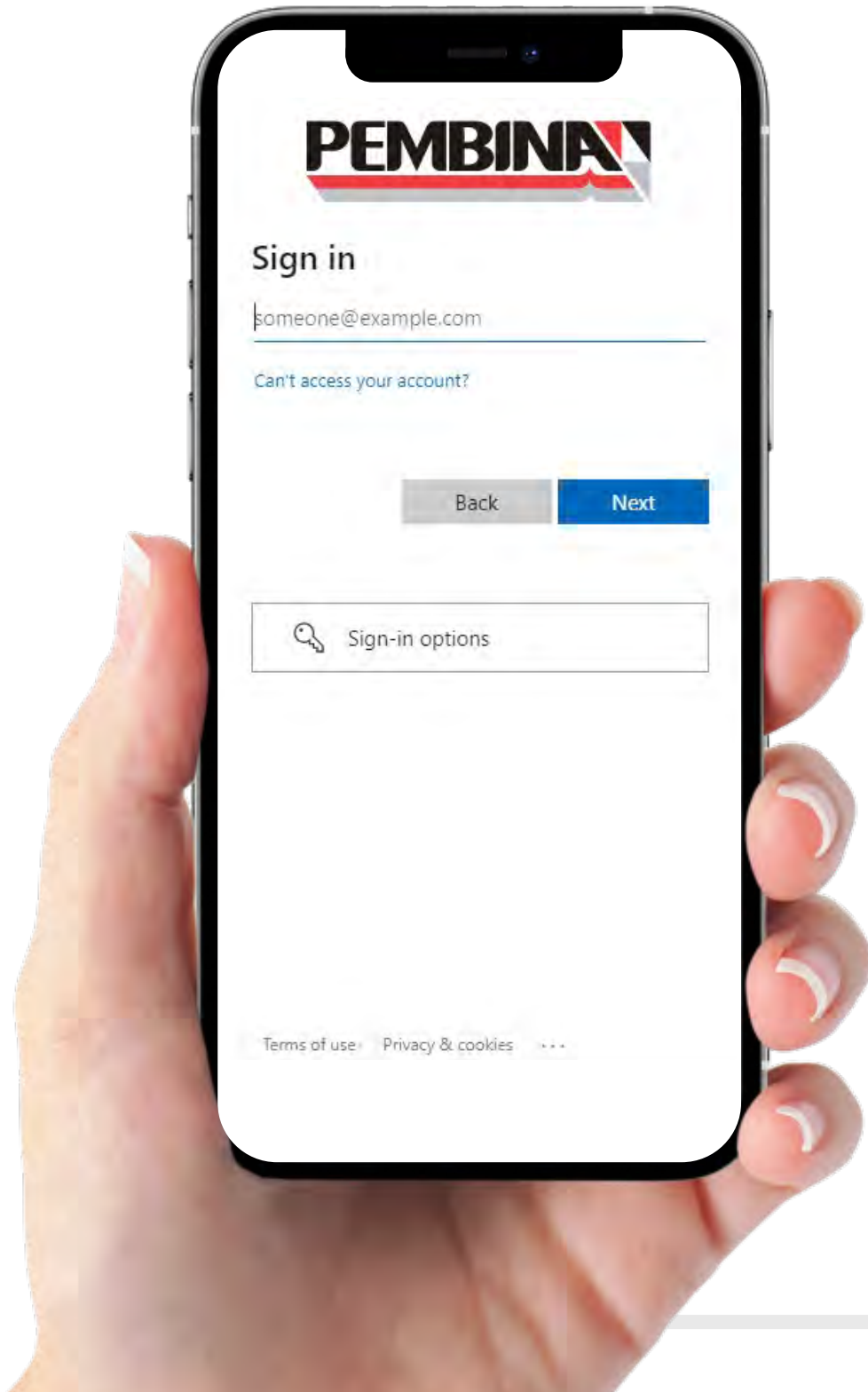
To get you started, we need to provide you with a user name and password. Please call the number below and a Pembina technical support professional will guide you through the sign in process. It will only take a few minutes to get you signed in and set up your new computer. Before you know it, you will be working with your new team mates and colleagues.

[403-691-7600](tel:403-691-7600)

SIGNIN

INITIAL WELCOME SCREEN

- Public access
- Initial greeting and instructions
- Employee instructed to contact service desk to begin



AUTHENTICATION

- New user must authenticate to proceed
- Initial password configuration (assisted by service desk)



PEMBINA

Hello

Follow these steps
to setup your new
Surface

NEXT

For help call [403-691-7600](tel:403-691-7600)

SECURE AREA

- Accessed ONLY after successful authentication
- User can start engagement with shipped device
- Series of videos and instructions



Step 1: Unboxing your Surface



Click below for optional
documentation
[Connecting Document](#)

PREVIOUS

NEXT

For help call [403-691-7600](tel:403-691-7600)

STEP 1: UNBOXING INSTRUCTIONS

- What's in the box

PEMBINA

Step 2: Connecting your Surface



Click below for optional documentation
[Connecting Document](#)

PREVIOUS

NEXT

For help call [403-691-7600](tel:403-691-7600)

STEP 2: CONNECTING DEVICES

- Instructions on how to connect new device
- Peripheral connections

PEMBINA

Step 3: Signing in for the first time



Click below for optional
documentation
[Connecting Document](#)

PREVIOUS

For help call [403-691-7600](tel:403-691-7600)

STEP 3: SIGNING IN

- How to log into new device
- Post logon configurations
- Initial e-mail
- Day-One experience

THIS DESIGN SPRINT MISSION



Our goals are to:

- Find ways to elevate the experience for new Pembina employees
- Create an emotional attachment to their new employer
- Help them become more productive in a shorter period of time





PEMBINA

W E B I N A R Modern Deployment: Surface and the Modern Workplace





PART THREE

Q & A - Modern Deployment



A WBM TECHNOLOGIES WEBINAR

THANK YOU!