



# RETAIL IT REINVENTED

**LOCAL TEAMS, SHARED VALUES &  
WORLD-CLASS RESULTS.**

**MID ISLAND CO-OP'S JOURNEY  
TO A RESILIENT IT FOUNDATION**

Faced with growth and an increasingly complex IT landscape, Mid Island Co-op recognized the need for a stronger foundation, not only to support daily operations, but to safeguard their 80,000+ members.

When their IT of strong leadership and clear accountability in IT management. In partnership with WBM Technologies, Mid Island Co-op transformed uncertainty into a resilient, secure, and scalable IT foundation that continues to fuel their success.

## OUTCOME 1

# CYBERSECURITY



Trust is central to our co-operative members. Mid Island Co-op now safeguards operations through WBM's managed security program, actively measuring and refining our security posture with each governance cycle.

## COMPLETED SECURITY PROJECTS

- ✓ **Managed Detection & Response**  
24x7x365 threat monitoring by live analysts, proactively hunting and neutralizing malicious activity.
- ✓ **Security Awareness Training**  
100% of staff enrolled in ongoing training and phishing simulations, rapidly strengthening their cyber vigilance.

## INFLIGHT SECURITY PROJECTS

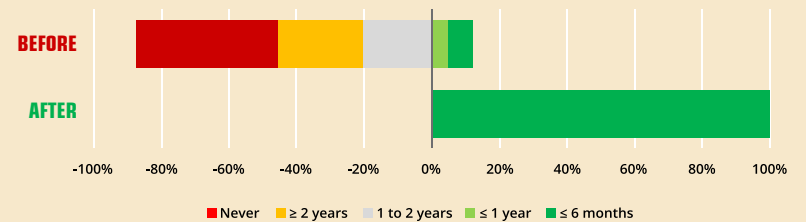
- **Multi-Factor Authentication**  
Elevating security posture across all systems.
- **Microsoft 365**  
advanced security measures including conditional access and policy enhancement.

**5,421** THREATS NEUTRALIZED  
IN THE PAST 30 DAYS

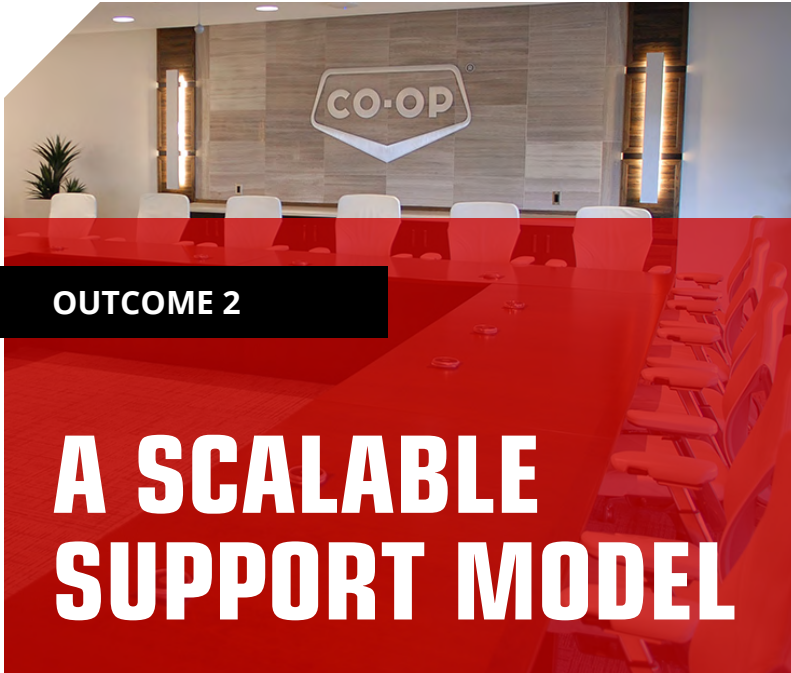
**100%**  
OF ENDPOINTS  
SECURELY MONITORED  
AND MANAGED

**100%**  
ANTI-VIRUS  
HEALTH

## CYBER SECURITY TRAINING FREQUENCY



**96.3%** PHISH  
DETECTION  
RATE



OUTCOME 2

# A SCALABLE SUPPORT MODEL



With our 33 locations across Vancouver Island, our continued growth outpaced the capacity of a single IT Manager. Our new program has delivered on our objective of a unified, right-sized service model that can scale, handling everything from daily support to strategic IT counsel. By shifting to a proactive, data-driven service model, we can now focus on continued growth that better serves our members.

## COMPREHENSIVE SERVICE & SUPPORT

- ✓ **24x7x365 live technical support**, available via a Microsoft Teams integrated 'one button' support experience, providing phone, email, and chat.
- ✓ **A local support presence**, providing a white glove experience during business regular business hours.
- ✓ **Technology assessment & optimization**, including full life cycle services, refresh planning and a Windows 11 strategy.
- ✓ **Remote monitoring & management**, for proactive uptime and reliable patching and compliance.
- ✓ **Live Service & Support Dashboards**, providing visibility into every ticket logged and tracked with data as the foundation for continuous improvement and accountability.
- ✓ **Governance and Strategic Roadmaps**, with transparent reporting and oversight to enabled better decisions and continuous improvements.

# 100%

OPEN TICKETS RESOLVED  
SINCE GO LIVE

# 98%

PATCH COMPLIANCE  
HEALTH

# 47

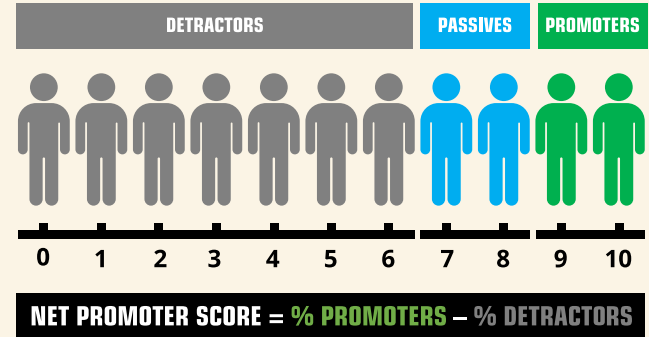
KNOWLEDGE ASSETS  
& ARTICLES PUBLISHED

## OUTCOME 3

# WORLD-CLASS END USER SATISFACTION



WBM manages all communication, coordination, and escalations on our behalf, not only saving our employees time, but ensuring faster resolution. Our staff experience has been transformed with the entire organization feeling supported.



# 100

NET  
PROMOTER  
SCORE

## ACTUAL USER SURVEY FEEDBACK

**"I have spent 2 weeks trying to get my issue with Brinks software resolved and you guys came in and fixed my issue in 2 minutes. Everyone I was trying to get to fix my issue was telling me it was another person I needed to call to get this resolved. You came in and fixed it no questions asked"**

**"I called in yesterday for the first time, expecting to be let down, but was met with a really good experience! I have told all my co-workers and they all gave a sigh of relief.... looking forward to learning more through the Power Bar"**

**"Jignesh...may have saved my life...10/10 service."**



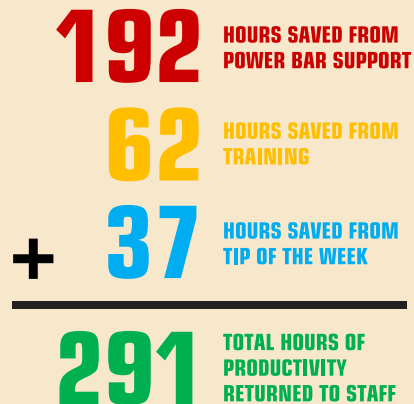
## ON-DEMAND SUPPORT & TARGETED LEARNING

- ✓ **Power Bar Support**, providing live on demand assistance just-in-time coaching and “how to” questions.
- ✓ **A Power Bar Coaching Series**, with ongoing virtual training & learning sessions.
- ✓ **A Learning Management System**, with self-serve training and custom learning paths.
- ✓ **“Tip of the Week”**, offering bite sized videos featuring modern workplace tips & tricks.

With our new IT support foundation in place, additional opportunities were identified in how we work.

WBM completed a discovery of our workflows and has implemented an enablement program, not focused on generic training, but on practical, role-based improvements.

### THE IMPACT OF ENABLEMENT



## END USER FEEDBACK

“I am so sick of spending my days googling ways to do my job better. If I felt comfortable crying in front of you, I’d have tears of happiness rolling down my face right now”

“The staff in the Power Bar have been fantastic!”

“I could not say enough good things about my experience.”

“Thank you so much for your help and patience!”

“Great tutorial!”



## OUTCOME 5

# DATA-DRIVEN GOVERNANCE



The shift to data-driven governance has been nothing short of transformative with reduced downtime, happier staff, and significant productivity gains all accurately tracked and measured at our fingertips. We now have clarity, cadence, and control to know what is happening, why, and what to do next.

Governance now runs on live dashboards and recurring reviews, turning anecdote into action.



## LIVE DASHBOARD INSIGHTS



“In just 90 days, our environment went from a source of uncertainty to a strategic asset. Our security posture is stronger, our people are supported, and leadership finally has the visibility and confidence we need to make informed decisions.

**What made this partnership work is WBM’s ability to integrate seamlessly with our business and with FCL Home Office, bringing governance, scale, and change management under one roof. Not only did WBM solve some problems, but they also anticipated them, completely changing how we view IT.**

IT is no longer a bottleneck, it’s a competitive advantage and I fully endorse this program to other retail organizations.”



### IAN ANDERSON

Chief Executive Officer  
Mid Island Consumer Services Co-operative

# CO-OP

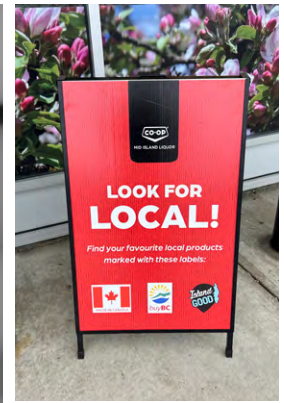
## ABOUT

# MID ISLAND CO-OP

Located on Vancouver Island, BC, Mid Island Co-op has been in business since 1959 and was created by local citizens as an alternative way to provide themselves with goods and services. We currently have more than 80,000 members throughout our territory, spanning from Cowichan Valley to Port Hardy.

In order to serve our members better, we are continuing to expand and develop Mid Island Co-op throughout the Mid Vancouver Island Region.

All of our profits stay in the communities we serve through re-investment in the Co-op, equity allocations to our member-owners and through contributions to community organizations and local youth.



## ABOUT WBM

WBM Technologies LP (WBM) is a Western Canadian leader in outcome-driven IT solutions. Established May 1, 1950, WBM now operates out of Infrastructure Operations Centres in Vancouver, Calgary, Regina, Saskatoon, and Winnipeg, with a team of over 570 IT professionals across Canada. Our solutions are delivered through a patent-pending Enterprise UX Platform, encompassing core practice area of Enterprise Service Desk, End User Computing, Modern Workplace & AI Enablement, Managed Print, and Managed IT Services. For over 75 years, we have remained focused on building stronger partnerships and communities through connection, commitment, and outcome-driven results.

POWERED BY  
WBM Technologies





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