



EXECUTIVE SUMMARY UPDATE

MANAGED IT OUTCOMES

SECURING & ENHANCING IT

INDUSTRY: CREDIT UNIONS

growing together

As a rural, community-focused credit union, we take pride in being a knowledgeable and trusted financial institution. Our mission extends beyond traditional banking by building meaningful client relationships and strengthening the communities we serve.

To continue serving our members with confidence and care, we knew our technology needed to evolve. That's why we partnered with WBM Technologies, a team that shares our values and understands the role technology plays in strengthening relationships, protecting trust, and supporting long term growth.

ABOUT RADIUS CREDIT UNION

8

LOCATIONS ACROSS
SASKATCHEWAN

60+

TEAM
MEMBERS

70+

YEARS SERVING
SOUTHERN SASKATCHEWAN



MANAGED IT OUTCOMES



OUTCOME 1 CYBERSECURITY

Protecting our members' trust is fundamental to who we are. To strengthen our cybersecurity posture, WBM conducted a comprehensive baseline security audit and developed a clear, long-term strategy. This foundation now includes Managed Threat Response services delivered through a 24x7x365 Security Operations Centre (SOC), providing continuous monitoring, rapid detection, expert response, and ongoing awareness training.

The result is greater visibility, proactive threat prevention, and a resilient security program that allows us to operate with confidence.

SECURITY POSTURE ENHANCED

100%

OF ENDPOINTS SECURELY
MONITORED & MANAGED

97%

END-USER PHISH
DETECTION RATE

100%

STAFF ENROLLED IN
CYBERSECURITY TRAINING

"In WBM, we have a responsive, trusted and dedicated service provider that guides our organization's technology. Now we are empowering our internal team with the right tools to operate with confidence and protect our members."

KIMBERLEY OLFERT

Chief People & Governance Officer | Radius Credit Union



MANAGED IT OUTCOMES



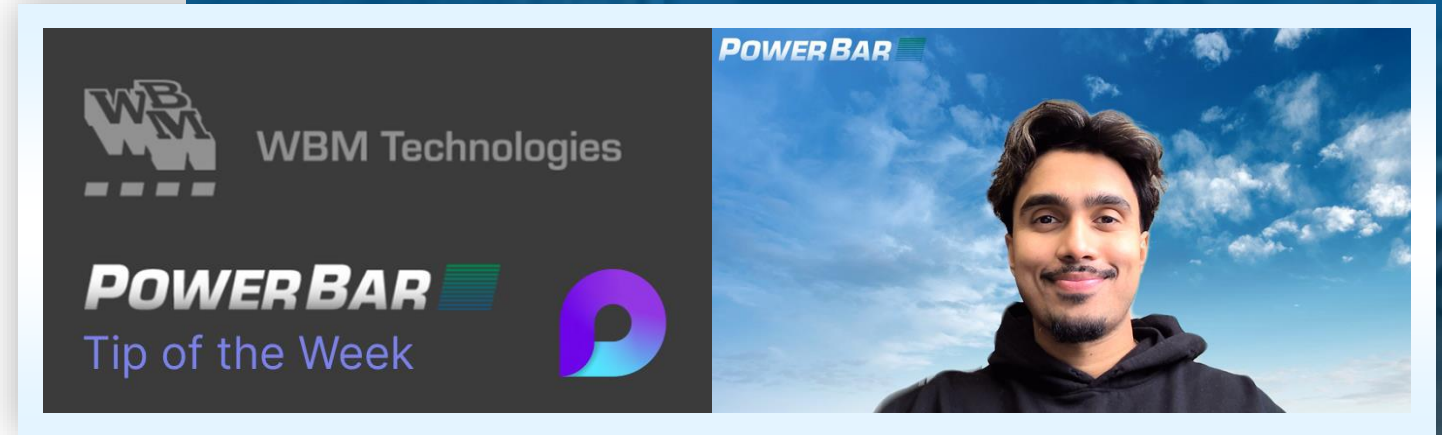
OUTCOME 2 MODERN WORKPLACE ENABLEMENT

To elevate our people, we invested in a dedicated training and enablement program that empowers our teams to work with greater confidence and effectiveness.

ON-DEMAND SUPPORT
& TARGETED LEARNING

- ✔ **PowerBar Support,** providing live on-demand assistance and just-in-time coaching and “how to” questions.
- ✔ **PowerBar Coaching Series,** with ongoing virtual training & learning sessions.

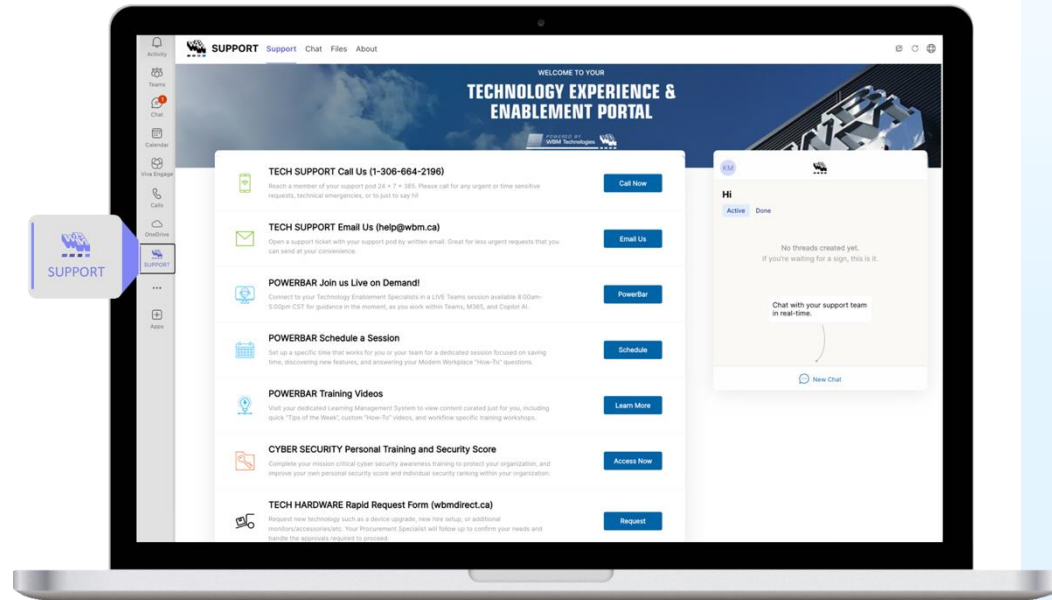
- ✔ **A Learning Management System,** with self-serve training and custom learning paths.
- ✔ **“Tip of the Week”,** offering videos featuring modern workplace tips & tricks.



OUTCOME 2 MODERN WORKPLACE ENABLEMENT *continued*

By establishing visibility into systems and empowering our teams with the right tools and support, we moved from not fully understanding our IT to feeling enabled, informed, and in control.

The result is a modern, intuitive technology experience for our team that reduces friction, strengthens adoption, and allows every staff member to work with greater efficiency and confidence.



“Very helpful and showed me a few time saving tips. Made my day – thank you!”

CHARMAINE
Radius Credit Union



“The WBM team is awesome. Fast, easy to deal with, and knowledgeable.”

ROXANNE
Radius Credit Union



ENABLEMENT RESULTS

4,433

EMPLOYEE REPORTED
HOURS SAVED TO DATE

47.4%

AVERAGE MICROSOFT
COMFORT LEVEL INCREASE

100

NET PROMOTER
SCORE



MANAGED IT OUTCOMES



OUTCOME 3 DATA-DRIVEN TECHNOLOGY STRATEGY

As Radius continues to grow, a strong, well-defined IT strategy is essential to keeping our teams aligned and moving our business forward.

By establishing a clear roadmap and consistent oversight, Radius has created the structure needed to guide decisions, reduce uncertainty, and ensure every initiative supports our long-term vision.

A CLEAR PATH FORWARD

- ✓ Dashboards Reported to Executive Leadership
- ✓ Roadmap Aligned with Business Goals
- ✓ Data-Driven Insights Guiding Business Decisions



MANAGED IT OUTCOMES

“Our experience working with WBM has been exceptional - in addition to bringing ‘big technology’ experience and expertise to our organization, we have an immense appreciation for their personable and outstanding approach to working with our staff. We have seen significant improvements in our enterprise technology environment since onboarding and adopting their services. We have come to appreciate everything WBM has to offer - from their approach to delivering managed technology services to their very human and humble approach to working with our organization.”

TED STRUTHERS

Chief Executive Officer Radius Credit Union



LIVE DASHBOARD INSIGHTS



