



Customer

Engcomp

Partner

WBM Technologies

Products and Services

Microsoft Teams
Office 365
Power BI
SharePoint

Industry

Partner Professional Services

Organization Size

Small (1 - 49 employees)

Country

Canada

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Engineering Success: How engineering services company Engcomp combines talent & technology to innovate

May 15, 2018



Founded in 2004, Saskatoon-based engineering firm Engcomp (www.engcomp.ca) provides engineering and decision analysis services to Western Canada's heavy industrial sector. As trusted advisors, the company's multitalented team of engineers and technologists partner on industrial-scale projects in sectors such as potash, uranium, gold, diamond, agriculture, and food processing.

Whether conducting a feasibility study for a mine expansion or designing a bridge using two decommissioned flat deck rail cars (true story), Engcomp's team tackles enormously complex, large scale industrial projects. These formidable assignments demand the highest level of engineering proficiency, project management, technical imagination, and business acumen from everyone involved.

The challenge

To set them up for success, Engcomp has always made technology and collaboration culture priorities. Even so, their day-to-day work still centered largely around sharing *physical* space, such as common areas with meeting spaces, white boards, etc.

"As we grew, we hired an IT admin who ended up leaving, so we had to either recruit another IT pro or look at managed services, which WBM offered. After crunching the numbers, we gave managed services a try." – Nick Wright, VP Marketing & Technology, Engcomp

When an aging email server needed replacing and there was no IT admin in-house to make that happen, the leadership team saw an opportunity, not to just upgrade their email, but to embrace the modern workplace, including managed services.

"It's always been possible to think about productivity, and collaboration, and business intelligence in new ways. The difference is that now these possibilities are right at our fingertips as proven and accessible tools for digital transformation. And that's been a very exciting turn for us." - Brett Bailey, Vice-President, WBM Technologies

Enter WBM Technologies

Instead of trying to manage their own IT and email migration, Engcomp called on IT experts WBM Technologies (www.wbm.ca)

(<http://www.wbm.ca/>). After deploying a flawless email migration to Exchange Online, Engcomp asked their cool new IT company to help them explore how they could further enhance productivity and collaboration with Office 365 features.

“In WBM, we have a partner who pushes the envelope on the technology front. They fuel our curiosity and encourage us to experiment. We’re happy to go along for the ride and try some new things with them.” – Nick Wright, VP Marketing & Technology, Engcomp

The solution? Evolution!

Engcomp embraced the modern workplace. After starting with Exchange Online, WBM conducted a comprehensive discovery process and then recommended a plan to roll out better reporting tools and the latest Office productivity apps immediately, followed by an incremental roll out of transformative services, like Skype for Business and Teams.

Discovery, first

Concurrent with technical discovery, WBM’s Experience Engineering team did one-on-one interviews with users. They learned how these engineers and technologists do their work—their applications, workflows, pain points, and feedback. WBM collected and shared the results in an IT and Office 365 roadmap.

“Even in a technical business like ours, some people gravitate towards adopting new technology and others do not. Providing incremental onboarding ensures that everyone can realize the benefits.” – Nick Wright, VP Marketing & Technology, Engcomp

Starting with Skype

WBM’s recommendation? After resolving some of the critical network, connectivity, and security issues uncovered during

technical discovery, WBM recommended starting with Skype for Business to help unite the Engcomp team. Specifically, WBM suggested they try using Skype for its instant messaging, video calls, and screen sharing functions.

“Something as simple as instant messaging has made a big impact. People use the IM feature in Skype for Business to connect, talk, collaborate, you name it. Our employees now meet digitally, easily, which frees us from needing to meet in person every time.” – Jason Mewis, President & Senior Structural Engineer, Engcomp

Seeing is believing

To help encourage adoption, Engcomp encouraged WBM to demonstrate these new workflows at their monthly “Tech Talk.” These internal events give their employees a chance to share, review, and discuss process and/or technology enhancements. WBM took the opportunity to show off Skype for Business and other features of Office 365.

In addition, WBM is using their own PowerBI dashboards to monitor application utilization at EngComp, gaining real time feedback as to the impact of each workshop, tech talk, or training session, and then developing customized adoption programs based on the trends being seen.

Adding business intelligence tools

Engcomp now turns to Power BI to gain more business transparency and better reporting. From time sheets and billing summaries for inflight projects, to pulling comprehensive financial reports in real time, their finance and leadership teams now get the data they need to make better decisions—all in highly presentable reports.

The benefits

Engcomp now enjoys the many benefits of the modern, cloud-based workplace. Their employees have anytime, anywhere access to their data, which they can access on their phones, tablets, or PCs. They save time and collaborate more, thanks to instant messaging and video conferencing. And with better business intelligence starting to flow, their business and customer reports have never looked better.

“We’ve been migrating our entire customer community to Azure and Office 365, where we’ve seen our threat risk diminish extraordinary, especially around email. That’s given us tremendous confidence.” - Brett Bailey, Vice-President, WBM Technologies

Enterprise-grade security

Best of all, Engcomp does it all securely. Even in a BYOD environment, with users working remotely, WBM ensures that the devices stay secure and that data remains safe under lock and key in Microsoft’s state-of-the-art datacenters. Plus, with Microsoft datacenters in Ontario and Quebec, they can satisfy data residency requirements.

“By law, some of our clients require specific security and data residency measures. Between WBM’s security practices and Microsoft’s local, Canadian infrastructure, we feel confident in our posture.” – Jason Mewis, President & Senior Structural Engineer, Engcomp

The power of a good partnership

With so many exciting technologies in play, it’s easy to lose sight of the real solution at work—namely, a great relationship. From a humble email migration, to the digitization of a workplace

culture, WBM and Engcomp have built a relationship based on values, like optimism, honesty, integrity, and accountability.

“What WBM does very well is take responsibility and accountability. If we ever have an issue, they take immediate action. They’re willing to respond and work hard, to learn new things, and to learn with us.” – Nick Wright, VP Marketing & Technology, Engcomp

What’s next for Engcomp?

With WBM’s help, Engcomp plans to make more gains and continue to drive its own digital transformation. Engcomp has made the adoption of more Office 365 applications—specifically Microsoft Teams, SharePoint, and OneNote—as a key priority in the months ahead. And there are big plans for Power BI, too.

“We’re exploring Power BI for more customer services, like capital cost estimating. We hope to provide periodic updates to customers, so they can login to their estimate and get real-time updates of their costs.” – Jason Mewis, President & Senior Structural Engineer, Engcomp

The Learning

A story like Engcomp’s offers any organization considering a digital transformation effort some valuable insights:

1. *Digitize*. If your organization has yet to undertake a digital transformation, what’s the hold up? Make your move from a physical workspace to the modern workplace.
2. *Partner up*. Even with highly technical professionals on staff, Engcomp uses external experts to manage their IT, giving them access to the best tools, practices, security, and experience.
3. *Let go*. If you’ve been hanging onto old technology due to concerns about cloud security or data residency, you can *finally*

move forward with confidence.

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