MOVING TO THE MODERN WORKPLACE

The Foundation & Continuing Adoption of Microsoft Cloud Technologies at Saskatchewan Blue Cross

OPPORTUNITIES UNCOVERED

After attending WBM's client community event, *Connection 2018: Trust & Disruption*, the Director of Internet Systems and Technology at Saskatchewan Blue Cross (SBC) was inspired to approach WBM Technologies to learn more. There was a feeling that moving towards Microsoft 365 and the Modern Workplace at SBC could help achieve more corporate goals faster, and that staff would welcome this positive disruption if the project was focused on a great end user experience.

SBC knew this would be a cultural shift and wanted to ensure that all key stakeholders were represented in any next steps. Acting with SBC's Project Management, Marketing, and Leadership teams, WBM surveyed and met one-on-one with power users from every department in the organization.

> " It is difficult with the current file structure. When someone new starts it is not clear where information is. Those of us with experience spend a lot of time teaching new people where to go to locate information.

> " There are many instances of multiple copies of documents sitting in the server. No one knows where the real source of truth is.

> " We need a standard place to learn about Office 365.

KEY FINDINGS

Collaboration Inefficiencies
Users wanted a better way to work on files as a team, a single source of truth to work from, and an easily accessible means of document sharing.

Underutilized Tools
Users were unaware of the powerful tools available to them through Microsoft 365, and they had no standardized way of learning about them or becoming more proficient with them.

Corporate & Cultural Engagement
Important corporate and cultural communications at SBC were generally delivered through email - cluttering inboxes, hindering productivity, or even being missed.

Security Vulnerabilities
65% of end users surveyed reported no cybersecurity awareness training and the organization was vulnerable to attacks.

INITIAL OUTCOMES

To address these findings, SBC launched a leading-edge transformation and technology adoption program. In its first 4 months, the following outcomes were achieved:

710% INCREASE IN USAGE
of meaningful Productivity and Collaboration tools

260% INCREASE IN ROI
from SBC's Microsoft licensing investment

30+ CHAMPIONS TRAINED
to support initial and ongoing change from within at SBC

111% INCREASE IN CYBER SECURITY TRAINING
to improve security posture and thwart cyber attacks

24 MINUTES RECLAIMED PER USER, PER DAY
for staff to focus on SBC customers and core business initiatives

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A PEOPLE-DRIVEN APPROACH TO CHANGE

For any change to be successful, the value behind the change must be understood. End user input is imperative to meaningful solution design, but it is also critical for securing adoption. To this end, the SBC Champions Team was formed from power users across all departments to ensure comprehensive representation.

CHAMPIONS HELP:

- Decide which Microsoft 365 applications will be most beneficial to their departments and SBC

- Communicate new innovations and features to their teammates

- Share real use cases to create more efficient workflows

- Support their departments in the adoption of new technology solutions

This people-driven approach creates a sense that the organization is listening to staff, and that changes are being made to help them get more done in a day and serve customers better.

Champions represent their peers in the process of digital enablement at SBC.

RIGHT-FIT TOOLS TO INCREASE PRODUCTIVITY & EFFICIENCY

To address the key findings collected in discovery, SBC Champions and WBM identified that **Microsoft Yammer** would be the best first tool to roll out to the organization.
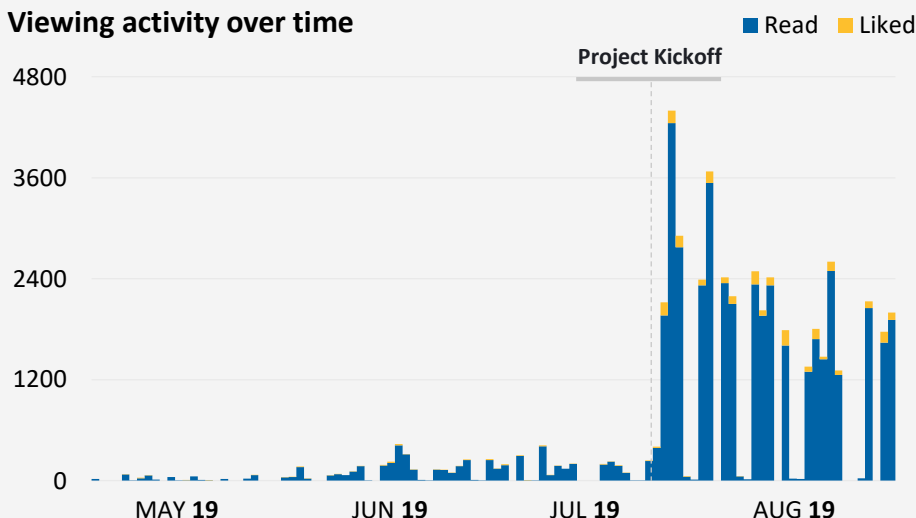
Yammer Improving Corporate Communication & Culture

Replaces SBC's internal digital "bulletin board"

A forum to:

- Announce and welcome new hires
- Deliver executive team communications
- Broadcast social club events
- Publicize community involvement initiatives

> **YAMMER** will help to increase communication between departments and support SBC to become a better team-based environment.

> **YAMMER** is an easy way to post things for everyone at SBC to see. I think this is likely to boost company morale.

> Everyone uses social media these days and **YAMMER** is like social media, just for our company employees.

Viewing activity over time

Legend: ■ Read ■ Liked

Project Kickoff

Y-axis: 0, 1200, 2400, 3600, 4800
X-axis: MAY **19**, JUN **19**, JUL **19**, AUG **19**

81%
Usage of **MICROSOFT YAMMER** has increased from 0% to 81%

RIGHT-FIT TOOLS TO INCREASE PRODUCTIVITY & EFFICIENCY

The second tool deployed was **Microsoft Teams**. Teams allows end uses to work on files together in a single place and with consistent version control. It also provides a forum for initiative-based communication that is much faster and more efficient than email.

Teams Improving Productivity, Collaboration & the Accessibility of Information

- Replaces Skype for Business
- Enhances file collaboration
- Centralizes team meeting records & process documents
- Streamlines SBC communications though channel-specific chat & conversation functionality

> PMO has been using **TEAMS** extensively. It has become an invaluable way for us to manage both project and department teams.
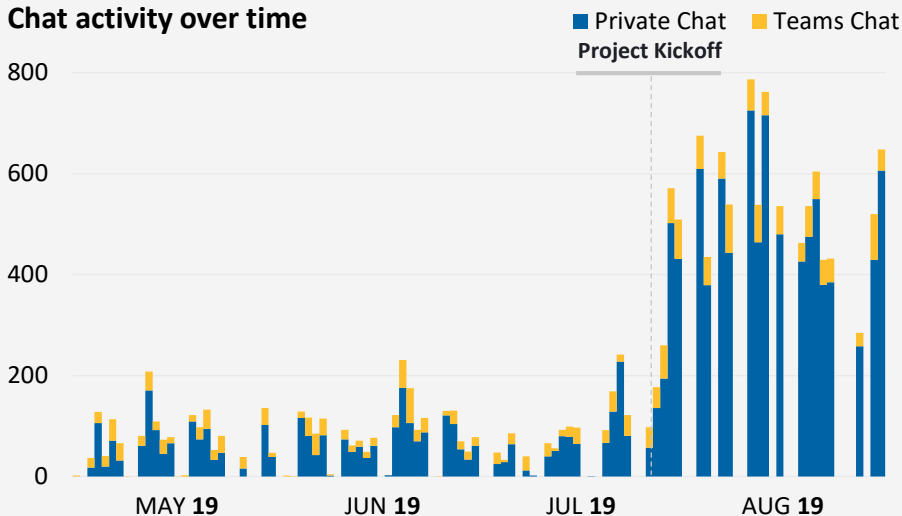
> We have staff in our department who work remotely. This assists us to collaborate on an interactive level.

> It is great to be able to allow a large group of people access to content without having to email. People get to know each other a little better!

Chat activity over time

■ Private Chat ■ Teams Chat
Project Kickoff

800
600
400
200
0

MAY **19**   JUN **19**   JUL **19**   AUG **19**

81%
Usage of **MICROSOFT TEAMS** has increased from 10% to 81%

ENHANCING EMPLOYEE ENABLEMENT & CYBERSECURITY

Tools are only effective if you know how to use them. Brainstorm QuickHelp was launched to the Champions Team to facilitate learning at SBC. Brainstorm QuickHelp is a gamified learning portal that is proliferating the adoption of Microsoft 365 and fast-tracking new efficiencies at SBC. It is also improving cybersecurity awareness with end user-targeted training on how to identify phishing attempts through email.

Continuous Value

- Ongoing and self-serve Microsoft 365 training
- Ongoing and self-serve cyber security awareness training
- The ability for SBC create and upload training content that will help in *any* area of the business

A More Secure Organization

- Initially, only 35% of staff reported any cybersecurity training
- Today, over 74% of all staff are verifiably trained in cybersecurity fundamentals
- With Brainstorm, SBC is on the road to becoming more productive, efficient, and secure

> I liked the self-guided method in **BRAINSTORM**. It allowed me to study while working so I could learn and be productive on the new technology.

> As an IT professional, I am pleased that everyone had the opportunity to take security training. This will really help keep our system secure.

> I understand Office 365 so much better now, and I feel more equipped to navigate through it on my own.

> The videos in **BRAINSTORM** are a great learning alternative to simply reading and completing tests.

> I enjoyed the ability to learn at my desk when suitable rather than in a larger setting. One of the best online training course I've seen.

Brainstorm will continue to assist the Champions Team in guiding current and new users through standardized and practical uses of all Microsoft 365 applications.

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MAXIMIZING THE VALUE OF MICROSOFT 365

Microsoft

260%
Increase in Microsoft licensing ROI

Projected Time Savings

In a survey following launch, respondents estimated that Microsoft 365 tools were helping them save an average of 24 minutes per workday. That's more time for staff to focus on SBC customers and business objectives – all because of new efficiencies.

Value from Existing Investment

Previously, SBC was using only 28% of available Microsoft 365 licensing. Just a few months after launch, SBC is utilizing 74% of their licensing. This is a 260% increase in the return on SBC's licensing investment.

24
Minutes saved per user, per day

As a result of this project, SBC is more secure, productive, and efficient. A focus on end user enablement is making the organization more competitive, helping staff focus on customers, and reinforcing SBC's status as one of Saskatchewan's Top Employers.

About WBM Technologies Inc.

WBM Technologies Inc. (WBM) is a Western Canadian leader in the provision of outcomes-driven information technology solutions. WBM provides business solutions through 4 core practice areas: Data & Security, End User Computing, Managed Print Solutions, 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 over 300 IT professionals across Canada who are motivated to make a difference with our clients through the results we achieve together.

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