

DIGITAL WORKPLACE TRANSFORMATION

PROJECT UPDATE • FALL 2021

Cameco is one of the largest global providers of the fuel needed to energize a clean-air world. With uranium assets located on three continents – North America, Asia and Australia - their operations span the nuclear fuel cycle from exploration to fuel manufacturing.

With the potential to improve collaboration, productivity, and efficiency through digital transformation, Cameco set out to modernize their workplace using WBM's Technology Enablement Framework. This project continues to drive innovative outcomes and won the Microsoft Canada Impact Award for Modern Workplace.



CAMECO'S VISION FOR A DIGITAL WORK EXPERIENCE

"In my digital future, my workplace experience is accessible from anywhere while remaining secure. It allows me to share my work easily and find work shared with me by colleagues without wasting time. I can easily collaborate with colleagues in one place, and I can remain informed without trying to remember which email it was that last discussed a topic.

My smart phone or tablet is an extension of my office workplace. When I collaborate on a document my colleagues are notified, can see my edits, and they can easily share their thoughts in turn. When we are done with our work, I can easily classify our documents as appropriate for proper retention and discovery.

In short, in my digital future I have the tools to continually eliminate waste by leveraging modern and ever evolving capabilities."



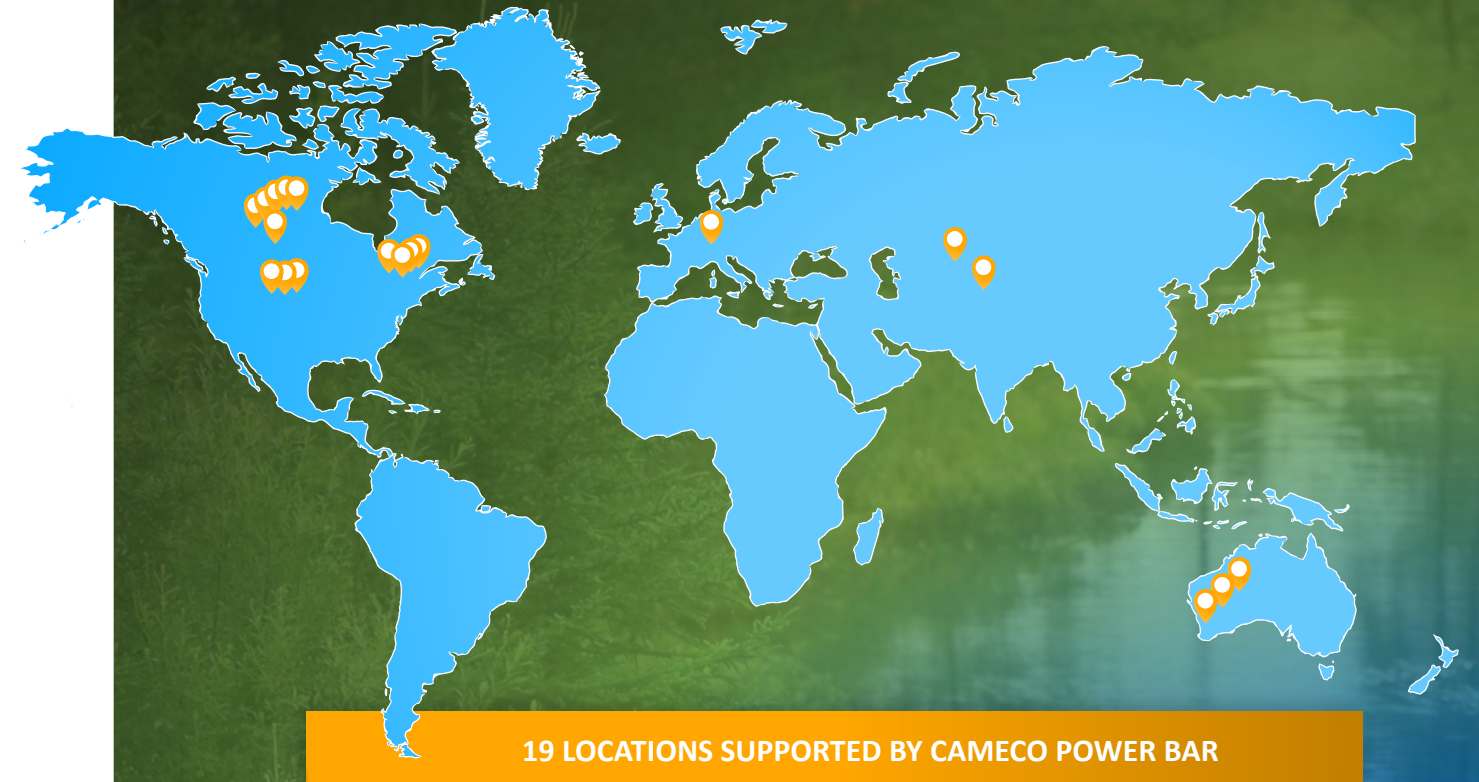
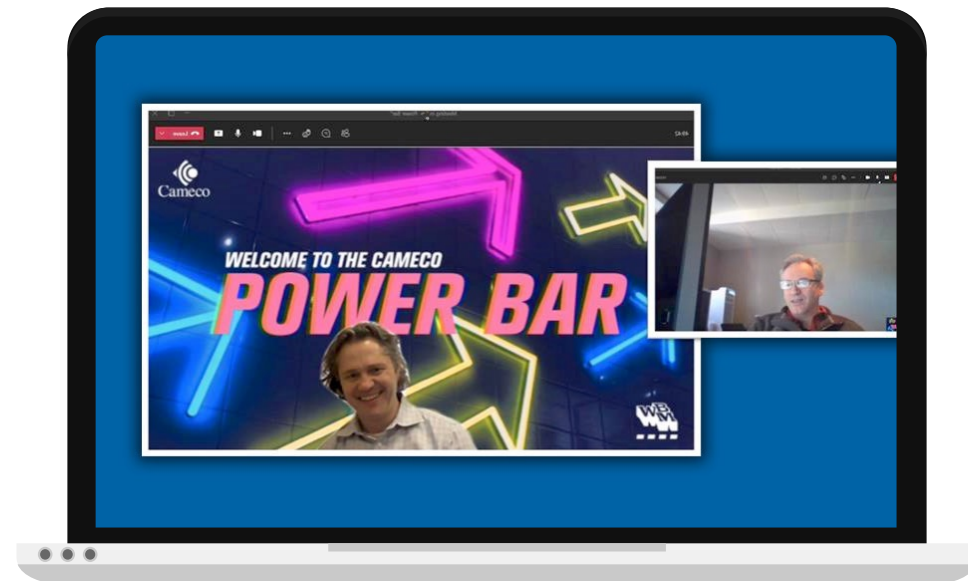
Cameco Business Technology Services is fuelling this vision through Microsoft 365 platform enablement and leading-edge employee adoption and support innovations.



THE CAMECO POWER BAR

The Cameco Power Bar provides global access to live support via chat and video to all of Cameco's 19 worldwide locations. It provides one-click entry for all Cameco employees to receive live or scheduled workplace transformation support to answer 'how to' questions related to Microsoft 365 applications as well as ServiceNow and Miro.

Staffed during regular business hours by the subject matter experts from WBM's Technology Experience and Enablement Team, The Power Bar brings a friendly and helpful face to address the daily hurdles and challenges faced by end users who are adopting new technologies.



- Saskatoon Corporate
- Millennium Project
- Key Lake Mill
- McArthur River Mine
- Cigar Lake Mine
- Rabbit Lake Mine
- Blind River Refinery
- Cobourg Fuel Manufacturing
- Port Hope Fuel Manufacturing
- Port Hope Conversion Facility
- Crow Butte Operation
- North Butte Operation
- Smith Ranch-Highland Operation
- Cameco Europe Ltd. Switzerland
- Inkai Operation Kazakhstan
- Inkai Operation Office Kazakhstan
- Cameco Australia West Perth
- Yeelirrie Project Australia
- Kintyre Project Australia



RAPID TECHNOLOGY ENABLEMENT

The Power Bar was created in response to the urgent need for rapid adoption of the collaboration and productivity tools that became vital for maintaining core business operations as the global workforce moved to a remote, work-from-home scenario in March, 2020. Using WBM's award-winning Adoption Framework, Cameco and WBM were able to work in an agile, collaborative workflow, gathering end user feedback as a key input to innovation and service evolution.

IMPACT OF ENHANCED SUPPORT

5208

EMPLOYEE ENABLEMENT
TOUCHPOINTS TO DATE

94%

OF USERS REPORT PROFICIENCY
IMPROVEMENT

87%

FIRST CALL RESOLUTION
(SINCE JULY 1, 2021)

86

NET PROMOTER SCORE



"This level of technical support is unlike anything I have ever experienced in more than 20 years working at Cameco. Well done!"

MIKE W. Cameco Team Member



Driving digital transformation to end users, the Power Bar has achieved a weighted average Net Promotor Score of 86 since launch. The impact of this innovative support model is seen across the organization, providing a new and improved end user experience and an evolution of the organizational culture and mindset toward technology.

A WORLD CLASS END USER EXPERIENCE

The Power Bar solution was rapidly adopted to near universal praise. It is empowering our team and making work easier.

DO YOU FIND THIS TYPE OF SUPPORT BENEFICIAL?

YES 99.4%

WOULD YOU LIKE TO SEE THIS SUPPORT METHOD MOVING FORWARD?

YES 100%

BB *"This was an awesome experience and the problem I was having is now solved!"*
ROBERT H.

BB *"Was quick and fast and I did not have to wait for someone to search for me, connect to my machine, etc..."*
STEPHEN C.

BB *"Response is super quick. This is a great way to address 0365 head-scratchers on the spot as they happen."*
SUE B.

BB *"To be able to ask a relatively simple question and get an immediate answer is invaluable. I could have saved myself about 15 minutes of online search time had I simply gone to the Power Bar first."*
DEBBIE E.

BB *"As a trainer, I am in 100% in support of this 'on demand', 'just in time', 'moment of need' availability of a resource. You get what you need, and quickly move on the task at hand. I recommend the availability of this resource to anyone new I am working with on Teams."*
JOEY L.

BB *"I love the convenience of 'dropping in' for support when it suits my schedule. Thanks for your help!"*
KAREN C.

BB *"Easy method of help and very quick. Definitely helps with quick on the fly requests."*
KIRK L.

BB *"It was great having someone knowledgeable instantly answer my question. I also learned several other things about Office 365. Thank You!"*
ANNA T.

REAL-TIME EMPLOYEE ENABLEMENT

Success stories are shared across the organization to inspire adoption, demonstrate real use case scenarios, and promote the Power Bar service.

CAMECO HOSTS MICROSOFT TEAMS LIVE EVENT FOR NORTHERN STAKEHOLDERS

Our manager of community & indigenous engagement, Kristin Cuddington, recently encountered a unique challenge. Traditionally, Cameco hosts a public meeting in Uranium City for decommissioned Beaverlodge properties. Due to COVID-19, it became clear that an in-person meeting was not an option this year.

Hosting the meeting on the Microsoft Teams live event platform emerged as the best solution and Kristin reached out to our Power Bar for support. She received pre-meeting guidance, useful tips, and help with her trial runs. The result: all stakeholders were able to connect in a virtual setting and the meeting was a great success!

Like Kristin, if you have any questions about how our technologies can help you work better, smarter, or faster, click the link below for solutions and advice!

cameco.wbm.team



"We had never done this type of activity virtually. After reaching out to BTS and the Power Bar, we settled on a Live Event. It was important that participants felt connected to the presenters and the material. Thanks to help from the Power Bar, the event ran like a well-oiled machine."

KRISTIN CUDDINGTON

Manager, Community & Indigenous Engagement, Cameco



REAL-TIME EMPLOYEE ENABLEMENT

Success stories are shared across the organization to inspire adoption, demonstrate real use case scenarios, and promote the Power Bar service.

CAMECO POWER BAR HELPS STREAMLINE COLLABORATION FOR HAILEE'S TEAM!

Hailee Toffan, Supervisor of Support Systems at Cameco, wanted her team to be able to share information and have group access to a shared platform account without everyone using a single person's email address to log in. The team's first instinct was to use a shared Outlook inbox, but Hailee contacted the Cameco Power Bar to see if there was a better way.

The Power Bar sprang into action. They confirmed that Hailee's team could use a general email address associated with their Microsoft Team, and now everyone has easy access to group information and their shared platform account.

Like Hailee, if you have any questions about how our technologies can help you work better, smarter, or faster, click the link below for fast and friendly solutions and advice!

cameco.wbm.team



"There is no need to be worried about someone leaving the company and us not being able to use their email address. Any communications related to our account now go directly to our Team inbox. There is no administration needed now to add or remove members as they come on board or leave the Team!"

HAILEE TOFFAN
Supervisor, Support Services, Cameco



PROACTIVE SUPPORT FOR THE CAMECO TEAM

ON-DEMAND LEARNING

While resolving end user questions and issues, we gain insight. Proactively, resources are created to answer common questions and to promote the adoption of more efficient ways of working. These are tangible self-help options that supplement our live support model and are available on-demand as learning assets, or as part of customized training skill paths in our Brainstorm software adoption platform.



64

CUSTOMIZED SELF-HELP
RESOURCES CREATED



3598

CONTENT VIEWS
TO DATE



“Initially we looked at the Power Bar as a place that people could call via teams or chat and send questions. From there it became evident that we should use it as the training center where people came to attend training workshops and when they couldn’t attend, they could go to see the recorded versions on demand.”

SCOTT GILLESPIE Manager Services, BTS, Cameco



TITLE	APPLICATION	TYPE
How to get to the Powerbar	Support	Video
Opening Word docs in Teams on iPad	Word, Teams	Video
Syncing Contacts on Mobile Outlook	Outlook	Video
OneDrive for Business Workshop	OneDrive	Video
Microsoft Teams for Meetings & Chat	Teams	Video
Microsoft Teams as Workspaces	Teams	Video
OneNote + Whiteboard	OneNote, Whiteboard	Video
Microsoft Planner + To Do	Planner, To Do	Video
Using Call me in Microsoft Teams	Teams	Video
Search Folders for Microsoft To Do	Outlook	Video
Teams Notifications – Android	Teams	Video
Team Notifications – iOS	Teams	Video
Team Notifications – Desktop	Teams	Video
The New Office App	Office 365	Video
Teams Meeting Best Practices	Teams	PDF
Teams Cheat Sheet	Teams	PDF
Making a Planner Copy	Planner	Video
Setting Meeting Options in Teams	Teams	Video
OneDrive Cheat Sheet	OneDrive	PDF
Accessing Sticky Notes in Outlook	OneNote	Video
OneNote Cheat Sheet	OneNote	PDF
Moving Notebooks to the cloud	OneNote, OneDrive	Video
Outlook Cheat Sheet	Outlook	PDF
PowerPoint Cheat Sheet	PowerPoint	PDF
Adding SharePoint to Teams	SharePoint, Teams	Video
SharePoint Cheat Sheet	SharePoint	PDF



WORKSHOPS

With a goal of end user enablement, WBM and Cameco conducted workshops with staff on the Microsoft 365 platform and the points of entry for Power Bar support.

“It was done very well, not sure what they could do better!”
CAMECO TEAM MEMBER

USER FEEDBACK

“Not sure there is more that could be done to make it 10/10. It was informative and stayed on topic. After people have an opportunity to play around in Teams it would be good for them to take this training. It is a bit overwhelming at the beginning.”
CAMECO TEAM MEMBER

“This was an excellent workshop! Great presentation skills and good pace. Thank you!”
KAREN C.

“I have found the Power Bar sessions to be very informative and well instructed. It is nice to know there is someone there to answer my questions in real time. Much more efficient! - Thank you.”
CAMECO TEAM MEMBER

INCREASING USER COMFORT WITH APPLICATIONS

MICROSOFT 365 APPLICATION	BEFORE WORKSHOPS	AFTER WORKSHOPS
OneDrive	5.0/10	8.5/10
Teams	4.7/10	7.4/10
OneNote	4.8/10	8.2/10
Planner/To do	3.5/10	7.2/10

912

STAFF TRAINED IN LIVE/RECORDED M365 ADOPTION WORKSHOPS

100%

ATTENDEES WOULD RECOMMEND WORKSHOP TO CO-WORKERS



DIGITAL TRANSFORMATION

With a modern workplace adoption program in place, staff have the resources and support they need to transform how they work. Their comfort level with digital technologies is proliferating their use and accelerating the achievement of Cameco's vision.



2,000,000+

MICROSOFT TEAM ACTIVITIES
OVER THE PAST 180 DAYS



120,000+

FILES STORED IN MICROSOFT
TEAMS OVER THE PAST 180 DAYS

ACTIVE USE OF MICROSOFT 365

MICROSOFT OFFICE APPLICATIONS



MAY 20 0%

MAR 21

96.29%

MICROSOFT TEAMS



MAY 20 0%

MAR 21

75.98%

MICROSOFT ONEDRIVE FOR BUSINESS



MAY 20 0%


MAR 21


75.60%

INDIGENOUS UPSKILLING AND NORTHERN COMMUNITY ENGAGEMENT

The success of the Power Bar is now being utilized to provide digital upskilling to northern and Indigenous communities. To date we have created 15 courses that are being delivered via the Rise learning management portal to 174 registered northern residents. Upon completion, participants will receive a proficiency certificate, giving them a new resume highlight to include in job applications to Cameco and other prospective employers.


LEARNING PATH




Digital Readiness 

5 Courses


LEARNING PATH




Cameco Readiness 

5 Courses | 5 hr

LEARNING PATH



Industrial Readiness 

5 Courses | 2 hr 3 min

203
REGISTERED
LEARNERS

508
HOURS OF
LEARNING

2300
LESSONS
COMPLETED



**Indigenous
Engagement
Charter**

Signatory



“At Cameco, we believe passionately in giving back to the communities we serve by advancing digital literacy. Knowledge is power and building and certifying technical skills opens the door to opportunity for individuals and organizations.”

MARK LEACH VP of Business Technology Services, Cameco



Cameco & WBM are signatories of the Saskatchewan Chamber of Commerce’s Indigenous Engagement Charter. The Charter serves as a roadmap to provide businesses with the tools to achieve engagement and assists the business community in demonstrating the role it must play in reconciliation.





Microsoft Canada Impact Awards

2021 WINNER

Best Modern Workplace
Partner in Canada



AN AWARD-WINNING COLLABORATION

Cameco's Digital Workplace Transformation and the Power Bar innovation contributed to WBM Technologies winning Microsoft Canada's 2021 Modern Workplace Partner of the Year for Modern Workplace.

WBM would like to thank Cameco and our entire client community for contributing to this amazing accolade and for helping us become one of the fastest growing IT companies in North America.

ABOUT CAMECO

Cameco is one of the largest global providers of the fuel needed to energize a clean-air world.

Our tier-one operations have the licensed capacity to produce more than 53 million pounds (100% basis) of uranium concentrates annually, backed by 461 million pounds of proven and probable mineral reserves (our share). We are also a leading supplier of uranium refining, conversion and fuel manufacturing services. Our land holdings, including exploration, span about 1.7 million acres of land, the majority near our existing Canadian operations.

Utilities around the world rely on our nuclear fuel products to generate power in safe, reliable, carbon-free nuclear reactors. Together, we are meeting the ever-increasing demand for clean baseload electricity while delivering safe, reliable solutions to today's clean-air crisis.

ABOUT WBM TECHNOLOGIES

WBM Technologies (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 nearly 400 IT professionals across Canada who are motivated to make a difference with our clients through the results we achieve together.

DIGITAL WORKPLACE TRANSFORMATION

PROJECT UPDATE • FALL 2021

