CITY OF TORONTO IMPLEMENTS WALKME FOR DESKTOP AND SHAREPOINT 2013

Client: City of Toronto - Corporate Security Department

SIZE: 38,441 Employees

INDUSTRY: Public Sector - Municipal Government

PLATFORMS: Desktop Machines and SharePoint 2013

SOFTWARE SOLUTUON: WalkMe

CLIENT PROFILE

Toronto is Canada's largest city, the fourth largest in North America, and thus employs a massive municipal government force. With a population of almost 7 million residents and an estimated 27 million tourists descending on the city each year, Toronto's municipal government plays a crucial role in ensuring the city is well equipped to manage the needs of the people today, while also effectively planning for future generations.

THE CHALLENGE

As the city of Toronto employs a sizable, multi-departmental workforce across a large geographic area, coordinating and adopting digital solutions presents considerable challenges. The city uses multiple systems that can be difficult to keep organized and continually confuses employees as to which system they should be working on and when. The problems are then intensified as each system presents unique challenges prompting users to constantly call management or the help desk to receive support in order to access simple functions that are critical to their assignments.

There were also hurdles affecting how employees and managers at the city of Toronto were able to access, upload, monitor, and act upon their own data and content productively. For example, the process required for employees to access content was inefficient and often unclear, causing users to continually comb through multiple systems and processes manually to find documents needed to perform job-specific tasks. In turn, this chaotic system restricted manager's visibility into what employees were accessing most frequently, while also providing little-to-no detail on employee progress and usage statistics.

The city of Toronto needed to find a solution that leverages existing system features to their full potential while also driving SharePoint adoption through effective self-service support initiatives.

Contact us today to learn more about harmon.ie and how it can work for you

info@orangutech.com | www.orangutech.com

City of Toronto Use Case
© Orangutech 2022
02/15/2022

Orangutech
Propelling the Modern Workplace Forward

THE SOLUTION

The City of Toronto's Corporate Security Department purchased WalkMe as a solution to assist their front-line workers with document management and onboarding. It is currently being used by 200 users. Prior to this implementation, the City of Toronto had no visibility or knowledge on what its users were trying to accomplish across its various information management tools. Upon WalkMe's successful delivery, the City of Toronto was given access to detailed information on document uploads as well as information regarding who is completing onboarding tasks and when. This gives management a clear view of the document management system and usage statistics.

The City of Toronto has realized immediate value in time savings, training material provisioning and support, and resource savings. Furthermore, the extensive use of automation through Smart-Walkthroughs provide valid, accurate, and adoptable use of the platform with minimal user engagement. WalkMe's Workstation integration with WalkMe Web organizes the client's systems into a centralized repository for the end user's content training and adoption needs.

The public sector recognizes the WalkMe tool as a critical piece of user adoption as we all transition to the digital workplace.

THE FUTURE

After a successful implementation of WalkMe for 200 employees, Toronto's Corporate Security Department decided to expand WalkMe to multiple applications which will come into effect in the near future. Once implemented, this will allow employees to seamless transition between the applications they use most while also ensuring underutilized or complex features are being fully leveraged on every platform. This change will tangibly effect employees technical understanding for the better, allowing them to perform their job-specific tasks more efficiently and better serve their community as a whole.