

Walmart Canada Trusts Wrike Professional Services for Deployment



During their transition to Wrike, the Walmart Canada team turned to Wrike's Professional Services team to help them facilitate change management, start leveraging Wrike faster, and improve adoption of their new platform.

Swift and smooth deployment

"The Professional Services team guided us through the full deployment process and training of the Transportation team," begins Carolyn Lum, Senior Manager of Continuous Improvement at Walmart Canada. "There were no hiccups, and it only took three months to complete the deployment. They were truly amazing. They were such a wealth of knowledge and consistently challenged the team with processes, asked us to think in different ways, and ultimately helped us optimize our processes making us operate more productively."

Valuable operational suggestions

The Professional Services team at Wrike does more than simply manage deployment. "The value is the quality of the processes developed and the knowledge transferred to the team to build on their own," says Lum.

"We started from literally a single Excel spreadsheet with minimal information, no process, no governance," continues Lum. "We had an idea of what we wanted to accomplish. But the Professional Services team consistently showed us new tricks, gave us homework, and challenged us to think outside the box. The outcome was a fully designed, end-to-end process that's clear and easy to understand by our users, and one source of truth for our entire pipeline, which is easily accessible by our leadership."

A better understanding of Wrike's capabilities

"Now that the Professional Services team guided us through the entire process, we have a great understanding of the full capabilities of Wrike," asserts Lum. "They helped us break things apart and consistently showed us new tips, which makes us want to do more."

Lum encourages her fellow Wrike users to explore the platform and find new ways to work better through continued training. "The best way to learn how to use Wrike is to play with it," explains Lum. "I tell all our users to get in their Personal Space. Try creating a project, try assigning a task to someone, you can't break it! We built a Public Knowledge Space where we developed our own internal SOPs, have a recorded new user training, and how-to videos. We even have a weekly standing [Wrike Open House](#), where all are invited to ask questions or simply just to listen and watch!"

[Read the full case study](#) for the rest of the Walmart Canada success story.