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Canadian entrepreneurs



Network Consultant Update – March 2024



Annual Consultant Survey Results

Our annual consultant survey is complete, and we want to thank those of you (55% response rate) who took the time to provide us with your feedback. This feedback is shared broadly with the Delivery teams and forms the basis for our action plan in the coming year. Here are a few highlights:

Average scores related to the perception of BDC have slightly increased year over year. Most external consultants have a very positive opinion of BDC. Overall satisfaction with BDC as a business partner has increased to 8.7 out of 10 with 65% saying you are very satisfied (a score of either 9 or 10).

A key driver of consultant satisfaction is the relationship you have with our people. On the question of “BDC employees and I communicate well” the average score was 9 out of 10. Over the past year we have also encouraged both consultants and Project Leads to provide more feedback to one another. You told us that “getting feedback on my performance” is important with an 8.9 of 10 score.

Almost two thirds of respondents say the Project Leads they work with have **similar** approaches. Approach consistency seems to have a positive impact on consultants’ overall satisfaction. (76% were very satisfied overall versus only 51% very satisfied when there was significant variability from one Project Lead’s approach to the next). As most of you work with multiple Project Leads and even with different Practices, we will continue to focus on providing a more uniform experience across our delivery teams.

Many of you have told us you’d like to have more visibility on where BDC Advisory Services is headed and so we are very committed to more virtual events in the year ahead. 58% of you attended at least one event in the past year and we hope to increase that in 2024.

Your satisfaction with BDC Advisory Services as a business partner will continue to be one of our major objectives.



Artificial Intelligence (AI): Navigating the Future

In the ever-evolving landscape of technology, **Artificial Intelligence (AI)** stands at the forefront. Our clients frequently raise questions about how AI will impact their businesses. As a forward-thinking organization, we are actively tracking this trend and have plans to integrate AI into our solution offerings in the near future. To assist our network consultants, we are organizing informative sessions to help you navigate this emerging topic.

We are excited to announce that BDC will host its inaugural **client webinar** titled “**Hype or Opportunity? What AI Means for Your Business**” on **March 20th at 1:00 PM EST**. Join us as we explore the potential of AI and its implications for businesses.

To register for the **webinar: March 20 at 1 p.m. EST** ([register here](#))

Stay informed, stay ahead!



We have automated the SharePoint client document sharing feature

We continue to see significant improvement in your comfort level working in our SharePoint Project Sites. In particular, the use of SharePoint to share client documents and deliverables has risen steadily over the last 3 years.

To take advantage of this feature, simply press the blue button called “Add Client for Secure Client Document Sharing” from the project site and provide your client’s email address. The moment you make the request, the client will receive an email invite to access the site.



MIRO a powerful tool for virtual delivery facilitation

If you are looking for a more dynamic way to facilitate remote sessions with clients, we are pleased to provide you with a free MIRO license for your BDC projects. According to our survey results, 26% of our consultants are already functional with the platform.

To learn more about this powerful app, visit www.miro.com and see our “Introduction to MIRO” guide (coming soon) on the [Consultant Zone](#) or request a license via your SharePoint Project Sites.

While MIRO is generally used as a collaboration space between consultant and client, some of our consultants have adapted an even simpler approach. They use the “working space” to place all the documents and links associated with their sessions and simply screenshare during their Teams call. This enables them to move sequentially through their material with ease and capture client input live.



Using your BDC email

We want to remind all consultants that it is mandatory to only use your BDC email when communicating with clients on projects. This ensures all client communications reside on BDC servers where they have a higher degree of protection. Secondly, by using your BDC email and signature on all emails, this ensures a consistent brand experience.

Reminder: We provide you with the "Boxer" application so you can receive notification of any BDC emails you might receive on your mobile device. Consultants who continue to use their personal emails when corresponding with our clients are in breach of their contractual obligations and will risk removal from the network going forward.



CDAP closes intake of new applicants

The very popular Canadian Digital Adoption Program has been closed to new applicants effective Feb 19th, 2024. Companies with a signed grant agreement as of that date are still able to continue with the process and have nine months to submit a completed digital plan along with their invoices. Companies who fail to meet their 9-month deadline (as determined by the date they digitally signed their agreement with ISED) will become ineligible for grant reimbursement and be unable to apply for the BDC 0% loan. The program officially ends March 31st, 2025.

Looking back over the past fiscal, CDAP has been the dominant Advisory solution in our portfolio. Over the next little while, BDC will begin pivoting back to a more balanced mix of solution sales. We expect this will result in increased mandates in the year ahead for consultants delivering non-technology solutions.

We would like to make a shoutout to all our Technology consultants who have been shouldering such a high volume of work the last couple years and who have helped our clients identify new opportunities to digitize their business.

Have a comment or a question? Please contact your [Consultant Network Management Team](#).