

# CIO AWARDS CANADA

2024 Winning Projects

# AtkinsRéalis

**Project Name:** Orb Data Platform

**Project Status:** Fully deployed

## **Project Summary:**

In today's data-driven world, AtkinsRéalis recognizes the critical importance of effective data management. With a global workforce of 35,000 employees, managing 30,000 active projects and serving 120,000 clients, AtkinsRéalis, headquartered in Montréal, needed a secure and comprehensive data solution that could serve as the single source of truth for all operations. Orb was developed to transform the way AtkinsRéalis works, enabling faster and more informed data driven decisions, while ensuring the highest level of data security.

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# Aviso

**Project Name:** Qtrade Direct Investing (QDI) Mobile App

**Project Status:** Fully deployed

## Project Summary:

The QDI Mobile App project was launched to improve the mobile experience for clients. The previous app was built as a stopgap solution, leveraging the web application with modifications made to the design to work for mobile. While it met the basic needs of the user, the experience was not ideal and did not meet the expectations of today's consumer. Taking a client-centric approach, the new mobile app was designed for an improved user experience by making the interface more intuitive and user friendly. The app was built using scalable, multi-layered microservices architecture. This improved the app maintainability, allowing the business to rapidly respond to changing market needs.

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# Baycrest

**Project Name:** PCC Referral RPA Solution

**Project Status:** Fully deployed

## **Project Summary:**

This project aims to streamline the referral process for Long Term Care (LTC) facility physicians at Apotex, focusing on reducing administrative burdens through Robotic Process Automation (RPA). The initiative enables physicians to refer residents for specialist care within the Baycrest complex efficiently. The primary objective is to automate and optimize the communication flow from Apotex physicians to the ambulatory clinic specialists, improving accuracy, timeliness, and overall operational efficiency. This initiative aligns with our broader goal of leveraging technological advancements to enhance healthcare delivery.

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# CAA Club Group of Companies

**Project Name:** Specialty Personal Lines Application Modernization

**Project Status:** Fully deployed

## Project Summary:

At CAA Club Group of Companies (CCG), we embarked on a transformative journey to modernize our insurance systems for Specialty Personal Lines and Individually Rated Commercial Auto across Canada at one of our insurance subsidiaries – Echelon Insurance. This multi-year program was a strategic initiative aimed at leveraging industry-leading technology to enhance our business processes, drive innovation, and deliver exceptional value to our Brokers, General Agents, and their clients. The last and final project in this multi-year program involved modernizing our policy administration, billing, and claims management systems in the province of Quebec by implementing Guidewire's full suite of products.

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# Canadian Tire

**Project Name:** 'CeeTee' Canadian Tire's AI Shopping Assistant

**Project Status:** Fully deployed

## Project Summary

Created as a solution to help Canadian Tire automotive customers, CeeTee is an easy-to-use shopping assistant that streamlines the shopping journey by helping customers easily select the right tires for their vehicles. Powered by Microsoft's Azure OpenAI Service, CeeTee assists with tire selection, offers real-time local inventory updates and provides a direct link to purchase within the Canadian Tire app on iOS, all while using natural conversation.

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# City of Burlington

**Project Name:** Burlington's Use of AI - Building Homes Faster and Delivering Exceptional Customer Service

**Project Status:** Pilot phase

## Project Summary:

In alignment with Burlington's goal to build 29,000 housing units by 2031, one significant challenge has been streamlining processing times and permit applications for residents. Historically, navigating Zoning By-Laws and Ontario's building code involved time-consuming back-and-forth interactions. To address this, a solution was introduced, leveraging Artificial Intelligence (AI) to assess architectural drawings against the Ontario Building Code. This tool evaluates key aspects of designs for single-family homes, mid-rise commercial buildings, and apartment buildings, providing instant feedback on compliance factors like building face exposure, floor dimensions, and stairway design. The AI-generated compliance reports deliver quick, transparent, and detailed assessments, enhancing efficiency, accuracy, and stakeholder satisfaction in the application process.

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# City of Markham

**Project Name:** Program Administration Facility Booking System (PAFBS) & Point of Sale (POS) Implementation

**Project Status:** Fully deployed

## Project Summary:

The City of Markham launched its new and improved Program Registration, Facility Booking and POS System in June 2023. Developed in collaboration with Xplor Recreation, the new system makes enrolling in recreation, culture and library programs, booking City facilities and managing accounts much easier by allowing residents to do everything, including payment, online in one place via its user-friendly interface. Designed to address the shortfalls of the outdated legacy tool, the new solution offers increased processing capacity and queuing capabilities, avoiding delays on busy registration days. Its scalability and versatility position Markham well to meet growing needs into the future.

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# College of Physicians and Surgeons of Ontario

**Project Name:** CPSO Data modernization project

**Project Status:** Fully deployed

## **Project Summary:**

The Data Lake Project aimed to establish a Cloud-based Data Hub, achieving a Single Source of Data (SSOD) for multiple systems. Key objectives included improving reporting capabilities, enhancing data security, and enabling advanced analytics. Leveraging Microsoft CAF, Azure Data Lake Storage, Synapse Serverless Compute, and Synapse Link for Cosmos DB, SQL Server, and Dataverse, the project successfully minimized storage costs, enhanced KPI outputs, and streamlined data processing, fostering a secure and efficient analytics environment.

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# Desjardins

**Project Name:** Unforeseen: The decision-making game

**Project Status:** Fully deployed

## **Project Summary:**

Unforeseen: The decision-making game is a Canadian first that was launched in October 2023, it is a life simulation game focused on making responsible financial decisions. This playful learning tool imagined by Desjardins is part of the cooperative's ongoing efforts to provide educational solutions that promote financial autonomy among youth. The fictional universe of Unforeseen offers young people aged 16 to 25 the opportunity to acquire, through experimentation, the skills and knowledge necessary for making sound decisions regarding personal finances. Technology has been the catalyst that has enabled overcoming obstacles, achieving educational and playful objectives of the project



# ENMAX Energy

**Project Name:** Digital Transformation Journey to Enhance Customer Experience

**Project Status:** Fully deployed

## Project Summary:

ENMAX Energy needed to define its digital transformation strategy to achieve operational excellence through the modernization of their assets. In 2023, ENMAX partnered with Tata Consultancy Services (TCS) and SAP to implement SAP S/4HANA Cloud private edition for Industry Solutions for Utilities, becoming the first Canadian utility to leverage RISE with SAP. The migration process was completed in 1 year, on time and on budget, resulting in a streamlined application suite, a better user experience through improved performance and the introduction of Fiori apps, while readying the company for future-oriented improvements in building a robust data layer and billing scalability for Advanced Metering Infrastructure (AMI).

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# Equitable Bank

**Project Name:** Contact Centre Modernization

**Project Status:** Fully deployed

**Project Summary:**

This transformative initiative upgraded EQB's outdated contact center systems to a unified, AI-enhanced CCaaS platform by Five9. Our goal was to streamline operations, improve customer engagement across multiple languages, and align with the innovative, scalable ambitions of a modern Challenger bank. The project significantly reduced complexity, enhanced customer satisfaction, and supported dynamic scalability.



# Graham Construction

**Project Name:** Enterprise Data Platform - Project Controls

**Project Status:** Partially deployed

## Project Summary:

The Enterprise Data Platform is Graham Construction's single source of truth and is designed to take us beyond the traditional BI and into the future of Data and Analytics in construction. As a company, we are switching construction project management software tools with in-flight projects staying in the legacy tool and new projects starting in the new tool. This Data and Analytics team needed to be able to provide all levels of the business with trusted, integrated reporting on all projects across both systems and we did that through the building of the Enterprise Data Platform. The construction industry generally lags behind on technology adoption, we are determined to change that.

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# GS1 CANADA

**Project Name:** GS1 CA - 1Click

**Project Status:** Pilot phase

**Project Summary:**

GS1 Canada's 1Click app revolutionizes product data management with AI, enhancing data accuracy and streamlining uploads for manufacturers. It predicts dimensions, validates image quality, and customizes visuals, simplifying the data capture process. Users can add products, capture images, and prepare shipments within the app, improving efficiency and reducing manual effort. This innovation not only aligns with but actively propels GS1 Canada's mission to make industries more efficient and transparent through standardization, setting a new benchmark in product data syndication and reinforcing our commitment to operational excellence and market agility.

# Healthcare of Ontario Pension Plan

Project details are not authorized to be shared.

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# ICES

**Project Name:** Modernization of Record Linkage (MORL)

**Project Status:** Fully deployed

## **Project Summary:**

Record Linkage is an essential data integration step for any population health data analysis to retrieve the provincial health card number of an individual as their best unique identifier. While the Probabilistic Record Linkage (PRL) is scientifically the most robust approach for record linkage, it heavily relies on manual intervention which makes it very time and resource intensive. The Modernization of Record Linkage (MORL) project at ICES successfully demonstrated advantages of Fuzzy Matching Record Linkage over the traditional PRL method to eliminate lengthy and expensive manual review for gray areas, while achieving comparable and sometimes even higher record linkage rates and accuracy.



# Investment Management Company of Ontario (IMCO)

**Project Name:** Increasing Employee Empowerment  
Leveraging Virtual Assistants

**Project Status:** Partially deployed

## Project Summary:

The IMCO Chatbot Assist initiative at IMCO aims to revolutionize employee interaction with technology by deploying intelligent chatbots. These virtual assistants empower employees with instant access to information, automation of tasks, and solving complex challenges, resulting in increased productivity and efficient cross-functional communication. Productivity has improved by up to 30%, decision-making processes by 20%, and employee job satisfaction has increased. The organization plans to refine and expand the virtual assistants, believing this project represents the future of work.

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# LexisNexis® Canada

**Project Name:** Lexis+AI™ Canada

**Project Status:** Pilot phase

**Project Summary:** Lexis+ AI™ is a legal generative AI solution that is grounded in one of the world's largest collections of authoritative and exclusive legal content from LexisNexis, including primary, secondary, analytical content and expansive Practical Guidance modules. The Lexis+ AI technology features conversational search, insightful summarization, intelligent legal drafting, and document upload capabilities, all supported by state-of-the-art encryption and privacy technology to keep sensitive data secure. Lexis+ AI responses include direct links to underlying citable authority that allows users to instantly validate results, reducing the risk of invented content, or hallucinations.

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# Nature Fresh Farms

**Project Name:** Nature Fresh Farms and Intel: Utilizing AI from Seed to Store

**Project Status:** Fully deployed

**Project Summary:** Nature Fresh Farms (NFF) is one of Canada's largest greenhouse produce growers. NFF continues to develop its technology and practices to grow better food that's kinder to the environment. As the demand for fresh food grows, the need for AI-powered solutions to optimize the journey from seed to store also grows. NFF is bringing AI from the greenhouse to store shelves, using Intel Xeon CPUs and OpenVINO software. NFF uses AI to manage its growing operations generating larger more predictable crop yields with lower environmental impact (up to 90% less water). This reliable growth also creates a more secure food supply chain reducing shipping time to stores from days to hours.

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# Nissan Americas

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# PwC Canada

**Project Name:** Generative AI Transformation at PwC Canada

**Project Status:** Fully deployed

## Project Summary:

PwC Canada made history with our groundbreaking rollout of Copilot to all 7,700 employees, marking the first large-scale implementation in Canada. The launch of this revolutionary AI assistant is the first step in delivering on our \$200M investment in Gen AI, driving a seismic shift in workforce transformation and unlocking 10%-30% time savings. With Copilot, PwC Canada isn't just keeping pace with disruption but leading the charge in digital transformation in the professional services industry. We're sharing our transformation journey and learnings with clients—enabling us to tap into new markets and revenue streams and help drive rapid business-led innovation across the Canadian economy.

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# QDoc

**Project Name:** Cloud Based Medical Billing Software Solution

**Project Status:** Pilot phase

**Project Summary:**

MBG (Medical Billing Group), the medical billing division of QDoc Inc. is developing billing software that fully integrates with EMRs. Physicians need their practices to run as efficiently as possible to maximize patient outcomes and avoid burnout. The current medical billing practices are not efficient or accurate leaving room for inaccurate reimbursement which can either result in the physician not being properly compensated or the government/insurance provider making overpayments. Our CIO Mr. David Berkowits who has over 30 years of experience in Medical Technology development, design and architecture knew it was time to leverage innovative technology to address this gap.

# Royal Bank of Canada, Technology & Operations

**Project Name:** Fraud Modernization

**Project Status:** Fully deployed

## **Project Summary:**

Global Functions Technology, a group within RBC's Technology and Operations division was able to modernize fraud detection and management efforts by leveraging advanced technology solutions such as:

- Advanced data ingestion
- Streaming capabilities
- Integrated machine learning models
- Embedded behaviour analytics



# Sun Life Financial Inc.

**Project Name:** Sun Life Asks

**Project Status:** Fully deployed

## **Project Summary:**

Leveraging public tools like ChatGPT isn't possible for data privacy and security reasons, so a solution that allows our employees to access the benefits of GenAI while keeping Client and company data safe became a top priority at Sun Life. We wanted to ensure that our employees had access to the benefits of a GenAI chatbot for work-related purposes, while keeping Client and company data safe. So, we developed our own internal GenAI chatbot, 'Sun Life Asks,' enabling our employees to find quick answers and general assistance with their daily tasks. Sun Life Asks is a secure, internal platform within our own technology ecosystem, mitigating important data privacy and security risks.

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# TELUS

**Project Name:** SPOC Copilot

**Project Status:** Fully deployed

**Project Summary:**

The Single Point of Contact (SPOC) Copilot project is a pivotal component of our employee help desk digital transformation journey, aimed at revolutionizing team member's IT support experience through AI-driven automation and self-service capabilities. We have built a product from scratch that is leveraging generative AI technologies to self-service options and it has already proven successful in enhancing employee experience, driving cost savings and instilling a digital-first mindset within our organization.

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# Teranet Inc.

**Project Name:** Registry Cloud Migration

**Project Status:** Fully deployed

## **Project Summary:**

The cloud migration project transitioned Teranet's Registry applications for the governments of Manitoba and Ontario to Microsoft Azure, responding to the rapidly evolving tech landscape. This strategic shift fosters growth, bolsters security, and cements Teranet as a leader in technology-driven services. It protects our core operations, enhances market responsiveness, and ensures we remain effective partners in government with a secure and reliable land registry. Also, the move enhances our security posture, boosts financial transparency, and promotes robust security practices. This considerable advancement in our application and infrastructure management upholds our Promise of Performance.

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# Toronto Region Board of Trade

**Project Name:** Corporate Dashboard

**Project Status:** Fully deployed

## **Project Summary:**

Our Corporate Dashboard has immensely improved our operations by providing unified access to critical metrics, driving a 94% user engagement rate. This tool has overcome significant challenges for us: ensuring data consistency across many teams, streamlining decision-making, enhancing sales efficiency, and improving revenue visibility for membership, sponsorship, event registrations, and workshops. It also supports dynamic priority and task planning and fostering a culture of transparency and collaboration. By aligning goals and breaking down team silos, the dashboard has not only boosted operational efficiency but also initiated a profound cultural transformation within the organization.



# Travel Alberta

**Project Name:** 3D Itinerary Experience

**Project Status:** Fully deployed

## **Project Summary:**

Travel Alberta asked us what we could do in the itinerary space to help visitors visualize their trip in greater fidelity. To bust out of the basic “list” format, we devised an immersive experience to better feed the imaginations of travellers. A component-based system offers visitors a beautiful editorial experience anchored in a 3D interactive map. After diving into Alberta's amazing topography, visitors can browse a brief snapshot of each destination and preview a day-by-day tour of the trip. They can experience their adventure in a linear way or fly through the province to build their own mental map. Based on site metrics and media interest, it's working.

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# York University

**Project Name:** Cria

**Project Status:** Pilot phase

**Project Summary:**

The Cria project aimed to create a Generative Artificial Intelligence (GenAI) solution that can provide quick and reliable 24x7 support to York's students, faculty and staff, and improve efficiency, service quality, and cost savings. Cria is an innovative GenAI solution that can change how higher education institutions use AI models and automation. Cria is a secure, scalable local tool that uses GenAI to make the creation process easier for users. Cria combines pre-trained language models with advanced indexing technology to access and use external information. Cria is a tool that can save money and time and that can be applied to different business scenarios.

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# VersaBank

**Project Name:** Capital Adequacy Requirement (CAR) Project

**Project Status:** Fully deployed

**Project Summary:** Canada's regulator requires banks to set aside capital amounts for different loan types. Known as capital adequacy requirements (CAR), they periodically change, and banks must adapt quickly. Banks use an Asset Management System (AMS) to record and track assets (e.g., loans) to judiciously allocate their capital to generate the highest return on common equity. The CAR project – VersaBank enhanced its system to flexibly manage risk-weight individual loans using CAR rules. Instead of coding the often-changing CAR logic into the AMS, VersaBank coded into a serverless function in the cloud. The result: ultra-fast computing that doesn't strain the AMS & enables them to optimize mix of loans.

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# Valnet, Inc

**Project Name:** Sentinel

**Project Status:** Fully deployed

## **Project Summary:**

A real-time analytics platform designed to provide immediate feedback on content performance, including, but not limited to, real-time session metrics and revenue derived from approximately 5 billion annual sessions. Sentinel allows Valnet to create and assign internally created data metrics that are unavailable through traditional analytics platforms such as Google Analytics. The platform is also integrated with Valnet's proprietary content management system, revenue reporting platform, and custom ad tech platform. Sentinel provides real-time feedback across 25+ owned and operated properties across the entertainment, gaming, tech, auto, sports, travel, and lifestyle verticals.

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Congratulations to all the 2024  
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