



## BioTalent Canada

### Location:

Ottawa, Ontario, Canada

**Established:** 1997

**Profile:** BioTalent Canada is a national non-profit organization that serves as a catalyst for growth in Canada's bio-economy.

The organization provides labour market research and delivers employer support programs for the federal government. With a 15-member volunteer board and members across the country, BioTalent Canada coordinates in-person and virtual meetings while managing complex governance across multiple committees.

# From Boardable to Aprio: How BioTalent Canada found a Canadian board portal that delivers value for non-profits.

When geopolitical concerns and software frustrations collide, it's time to make a change. BioTalent Canada needed a board portal that was not only based in Canada but also intuitive, reliable, and designed for how their board actually operated.

This case study explores how BioTalent Canada evaluated their options and chose Aprio for its Canadian data sovereignty, intuitive design, and overall value.

## The challenge

BioTalent Canada had been using Boardable for five years, but over time, frustrations grew. Support levels declined, new features launched with bugs, and the platform included tools that didn't provide value from a board management perspective.

Then came an organizational decision to move all software to Canadian companies where possible in response to U.S. tariff concerns.

"We made a decision as an organization to move everything we could into a Canadian company, with Canadian data storage," explains Daphne Jaques, Manager, Executive Support at BioTalent Canada. "That led me down the path of finding a Canadian product."

Finding a Canadian solution was the priority—but BioTalent Canada wasn't willing to settle for less functionality or ease of use.

## The approach

BioTalent Canada focused on finding a Canadian solution that wouldn't compromise the features they needed: document management, surveys, easy meeting setup, multi-platform access, and an intuitive design that wouldn't have a steep learning curve for their volunteer board. Cost-effectiveness was also critical as a non-profit organization.

Jaques narrowed the search to two Canadian options: DiliTrust and Aprio. While DiliTrust offered similar features, its pricing structure was less flexible, and the platform felt less intuitive for board administration.

After their evaluation, Aprio was the clear choice. "What I loved about Aprio is that it's clearly designed by someone who actually runs a meeting, not a technical group that just conceptualizes what that might look like," Jaques explains. "It's obvious and intuitive."

Aprio delivered what they needed: Canadian data storage, user-friendly design for both administrators and board members, flexible per-user pricing, and training included for all board members.



**Key results:**

**Time saved with intuitive meeting preparation and templates**

**Easy transition to new portal**

**Peace of mind with Canadian data storage**

**Flexible licensing and affordability—add users as needed**

**Quick, helpful customer service**

## The impact

Since switching to Aprio, BioTalent Canada has experienced more efficient board operations, better time management, and easier access for their busy volunteer board members. The transition went smoothly, with board members getting up to speed quickly through Aprio's training.

### Built for how boards actually work

One of the most valuable aspects of Aprio is its intuitive design. Jaques can build meetings in stages, gathering materials over time before publishing everything to the board—much better than having to complete everything at once.

"What I like is that I can amass everything in steps and get it ready and then publish it," explains Jaques. "I can gather what I need to gather at my end and work over a period of time to create what needs to be created before sending it off for the board."

Templates for recurring agendas save additional time, and the Zoom integration works seamlessly for their virtual and hybrid meetings. With a mandate to provide board materials at least one week ahead of meetings, these features support good time management and efficient preparation.

### High value for volunteer board members

For BioTalent Canada's volunteer board—many of whom are C-suite executives with limited time—Aprio's simplicity and accessibility make a real difference.

*"What I loved about Aprio is that it's clearly designed by someone who actually runs a meeting. It's obvious and intuitive. The customer service has been fantastic, I wouldn't hesitate to recommend Aprio to somebody else."*

**DAPHNE JAQUES, MANAGER, EXECUTIVE SUPPORT, BIOTALENT CANADA**



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