



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



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.

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 Aprío 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 Aprío. While DiliTrust offered similar features, its pricing structure was less flexible, and the platform felt less intuitive for board administration.

After their evaluation, Aprío was the clear choice. "What I loved about Aprío 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."

Aprío 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.

"It's very high value for us because our board members are volunteers. They don't get paid," says Jaques. "The simplest we can make it for them to get access to information in a timely fashion and do what they need to do quickly is fantastic."

Multi-platform access means board members can access materials on laptops, tablets, or phones—whatever works best for their schedules.

Great customer service and training

The Aprio support team consistently provides quick responses and helpful guidance. Training for board members and their assistants was included—a real benefit for a non-profit budget—and made the transition much smoother.

Jaques made sure everyone participated in the training sessions, which meant board members could navigate the system independently from day one. "That really helped, because they didn't come to me instantly with 'I don't know what I'm doing here,'" Jaques recalls.

While there's been a learning curve with some new workflows, support has been readily available. "The customer service I've received has been fantastic. If there have been any glitches, it's more human error than technical error," notes Jaques.

"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



Find out more

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