

Canada Post Delivers Automated Data Loading to SAP Users

Canada Post is one of the largest postal administrations in the world delivering 37 million pieces of mail each day to more than 31 million Canadians. Headquartered in Ottawa Ontario Canada, the company has 72,000 employees, 24 processing plants, 13.7 million points of call, and 6,000 vehicles. Each year Canada Post delivers 10 billion pieces of mail and earns approximately \$6.2 billion.

With over 72,000 SAP users, Canada Post has one of the largest SAP implementations in North America. Canada Post began their SAP implementation in 2000 and is currently on SAP version 4.6D with enterprise portals 4.7. Canada Post has implemented the SAP HR, EHS, FI/CO, SCM, CRM, EBP, Event Manager and ESS products.



“transactionSHUTTLE has become a critical tool for the business users at Canada Post. By deploying transactionSHUTTLE we have improved efficiencies across a number of departments, increased productivity by giving employees the tools to enhance their current tasks, and enhanced the quality of data in our SAP solutions.”

- Chantal Gauvreau, Business Process Manager, SAP Center of Excellence, Canada Post

Challenge

Like many large SAP installations, Canada Post faced several challenges in loading data into its SAP solution. The first challenge the postal giant faced was that all data loads required their 3rd party IT supplier to develop CATT and/or ABAP scripts for them. This was both time consuming and costly. The second challenge Canada Post faced was the increase in data entry errors caused by manual data entry from Excel spreadsheets into SAP R/3. And the third challenge the company faced was the labour intensive work processes. Canada Post realized that manual data entry of data into SAP was not an effective use of employees' time.

Canada Post's decision to invest in an automated solution came as a result of the number of CATT script requests in Time Management and a project within their Organization Planning function in 2004. The Organizational Planning unit needed to load job evaluation points for over 8,000 job positions into SAP. Each job position had many different job evaluation points and it was estimated that all of the manual data entry required to load this data would take as long as several months work.

Customer

- Canada Post

Industry

- Postal administration

Challenge

- Time intensive data entry
- Data accuracy
- Limited IT staff

Solution

- transactionSHUTTLE

Results

- Over \$1 Million in avoided programming
- Improved data quality by eliminating manual data errors
- Reduced reliance on third-party suppliers

SAP Version

- SAP R/3

SAP Modules

- HR, EHS, FI/CO, SCM, CRM, EBP

Winshuttle, Inc. is the leading provider of data entry and data download tools for SAP users worldwide. Winshuttle's products replace manual data input and complex technical tools by easily and securely shuttling data between Microsoft Excel and SAP. Winshuttle's flagship product, transactionSHUTTLE, effectively bridges the needs of business users with the governance requirements of IT. transactionSHUTTLE transforms business processes for both implementation and post production projects, including data import, data quality and data integration. Managing SAP data has never been simpler for the hundreds of Global 2000 companies that rely on Winshuttle. Headquartered in Bothell, Washington, Winshuttle has offices in the United Kingdom, France and India. For more information, visit <http://www.winshuttle.com>.

Time Management was another unit at Canada Post that was also experiencing delays. It generally took the Time Management team 12 to 16 hours an each week to unlock employee records by manually entering data from Excel sheets into SAP.

Solution

After evaluating solutions from several vendors, Canada Post selected Winshuttle's transactionSHUTTLE, software that allows business users or functional analysts to shuttle data between Microsoft Excel or Access and any SAP® application without requiring any programming. Excel or Access provide the familiar interface for transactionSHUTTLE, simplifying the process of interacting with the various SAP solutions including mySAP and SAP NetWeaver -- without requiring any programming or IT support. Canada Post selected transactionSHUTTLE due to its ease of use, cost and speed when integrating data.

Results

By using transactionSHUTTLE, the business user in the Organizational Planning unit was able to automate the loading of job evaluation points in over 8,000 positions into SAP in less than one week compared to the several month estimate for this project if done manually. It now takes the Time Management team approximately an hour to unlock employee records, compared to up to 16 hours it was taking prior to implementing transactionSHUTTLE.

Since then, a number of other departments at Canada Post have used transactionSHUTTLE including payroll processing. Payroll processing is utilizing transactionSHUTTLE for making salary revisions and for time and schedule management for the letter carriers. Canada Post has expanded its use of transactionSHUTTLE for a number of other applications including updating customer master data based on customers' credit rating as received from an external Excel file, changing GL codes in master data, and asset management data changes.



“We are extremely pleased with the savings we have achieved over the past two years with transactionSHUTTLE,” said Gauvreau. “We have saved over \$1 Million in avoided programming, reduced data entry workload costs and Service Level Agreement (SLA) costs. Most importantly, we have given our users a tool that enhances their productivity and the accuracy of the data in our systems.”

- Chantal Gauvreau, Business Process Manager, SAP Center of Excellence, Canada Post



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