

## RBC Counts on Winshuttle for More Efficient, Accurate Data Transfers

The Royal Bank of Canada, or RBC, is the largest financial institution in Canada. RBC employs more than 80,000 full- and part-time employees who serve more than 17 million personal, business, public sector, and institutional clients through offices in Canada, the United States, and 48 other countries.

### Challenge

As manager of HR data management at RBC, Peter Hebert is tasked with ensuring the quality of data across multiple systems. “A few years ago, it became clear to me that we should find a way to accelerate data uploads in SAP,” he says. “We were using preconfigured BDC (batch data communication) scripts, but we couldn’t choose which fields to update—we could only update the variables. We needed greater flexibility and efficiency in how we update our data.”

Efficiency was particularly important as RBC continued to grow through mergers and acquisitions. Before using Winshuttle, any large-scale data migration meant a great deal of manual data entry, requiring Hebert’s team to hire temporary workers. “Whenever we acquire a financial services company, the HR department often needs to transfer a huge amount of information into the SAP system—everything from creating positions to hiring employees to importing historical information,” says Hebert. “If you’re depending solely on manual data entry, that becomes a mammoth task. That’s why I started actively looking for a solution like Winshuttle”

“We’re a victim of our own success. I’m adding another member to our team because of the sheer volume of data we’re handling with transactionSHUTTLE. This solution has completely changed how we approach and manage many of our projects.”

- Peter Hebert, manager of HR data management, RBC

### Solution

When one of Hebert’s colleagues discovered Winshuttle’s transactionSHUTTLE at a conference in 2006, Hebert immediately began applying the solution to a whole range of projects—from day-to-day tasks to large-scale data migrations.

Hebert’s three-person team now uses transactionSHUTTLE to maintain HR data for all of RBC’s 10,000 international employees. “We can input hires and terminations on a weekly basis, then perform a regularly scheduled sync across the entire system,” he says. “These are tasks that we simply weren’t doing before transactionSHUTTLE. We wouldn’t have been able to maintain all of those records on a common HR system because it would’ve demanded far too much time and labor.”



### Customer

- The Royal Bank of Canada (RBC)

### Industry

- Banking

### Challenge

- Using inflexible, inefficient BDC scripts for data uploads
- Relying on manual data entry for mass data migrations during mergers and acquisitions
- Maintaining accurate, up-to-date employee records in a single, centralized system

### Solution

- transactionSHUTTLE

### Results

- Perform large data uploads in a fraction of the time
- Improve the currency of data with more accurate, regularly scheduled uploads
- Empower employees to run their own transactions without IT intervention

### SAP Version

- ECC 6.0

### SAP Modules

- HR

### SAP Transactions / Types

- PA-30, PA-40

**Winshuttle**, Inc. is the leading provider of data entry and data download tools for SAP users worldwide. Winshuttle's products, transactionSHUTTLE and querySHUTTLE, replace manual data input and complex technical tools by easily and securely shuttling data between Microsoft Excel or Access and SAP without programming; effectively bridging the needs of business users with the governance requirements of IT. The Winshuttle tools transform 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>, email [info@winshuttle.com](mailto:info@winshuttle.com) or call 1-800-711-9798 in the United States or +800 27 00000 9 in Europe.

Hebert manages the storage and distribution of his transactionSHUTTLE scripts within Microsoft Office SharePoint, enabling others on his team to access, share, and update templates. "We're a victim of our own success," says Hebert. "I'm adding another member to our team because of the sheer volume of data we're handling with transactionSHUTTLE. This solution has completely changed how we approach and manage many of our projects."

## Results

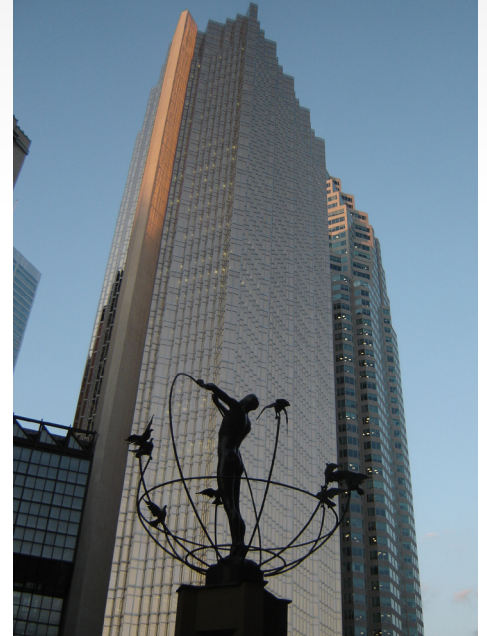
Winshuttle transactionSHUTTLE saves RBC significant amounts of time, both on day-to-day tasks and on mass data migrations. "Just as an example," says Hebert, "Before Winshuttle came along, we acquired a company with 600 people. We mapped the new employee data and key-entered that data from spreadsheets into SAP. That took 20 person-days. After Winshuttle, we had a smaller acquisition—about 375 people—touching the same values, but with a slightly higher degree of complexity. Uploading that information via transactionSHUTTLE took just 2.5 hours. There's simply no comparison."

Winshuttle improves the accuracy of RBC's HR data as well. In Hebert's role as a manager of HR data, the challenge has always been to identify shortfalls and errors so that all employees can be paid accurately. "With transactionSHUTTLE, our employee data is much more current on a day-to-day basis," he says. "We don't have to spend as much time checking to see that all records across all systems are consistent, because transactionSHUTTLE helps us ensure that all employee information is regularly captured and stored in a central location."

RBC employees appreciate Winshuttle as well—and not just because it eliminates huge amounts of tedious data entry. When HR service centers request transactionSHUTTLE scripts, Hebert's team can create those scripts, test them, and hand them off so that each service center can run its own transactions. "With transactionSHUTTLE, we can empower HR groups to upload their own data in the most efficient way possible," he says. "They appreciate that capability, and so do we. It's a win-win."

## Future Plans

Hebert sees a great deal of potential for transactionSHUTTLE to improve even more HR processes at RBC—especially manual data-entry processes that still require the use and storage of paper forms. "Winshuttle has been very helpful in our effort to reduce our reliance on paper," he says. "I'm hoping to see us keep moving in that direction."



"With transactionSHUTTLE, our employee data is much more current on a day-to-day basis. We don't have to spend as much time checking to see that all records across all systems are consistent, because transactionSHUTTLE helps us ensure that all employee information is captured and stored in a central location."

- Peter Hebert, manager of HR data management, RBC



### Corporate Headquarters

18323 Bothell Everett Hwy  
Suite 110, Bothell, WA 98012  
Tel + 1 (800) 711-9798  
Fax +1 (425) 527-6666

### United Kingdom

64 Kimber Road, Southfields,  
London, SW18 4PP, U.K.  
Tel +800 27 00000 9  
Fax +44 (0) 208 711 2665

### France

58, rue Delalain  
94700 Maisons-Alfort  
Tel +800 27 00000 9  
Fax +33 (0) 1 43 68 37 68

### India

Third Floor, Tower D  
DLF Building,  
Technology Park  
Chandigarh 160101, India