

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.



“Winshuttle TRANSACTION has become a critical tool for the business users at Canada Post. By deploying TRANSACTION 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

- Winshuttle TRANSACTION

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. provides software products that enable business users to work with SAP directly from Excel, Web forms and other interfaces without any programming. SAP users often struggle to effectively run the complex business processes supported by SAP. Winshuttle solves this problem by offering a familiar spreadsheet interface to SAP, which improves productivity and saves customers significant time and money. Winshuttle's suite of solutions work with all SAP modules, enabling both business and IT users to solve any SAP data or business process challenge by securely expanding SAP interactions to both employees and partners. Hundreds of global customers use Winshuttle to make their SAP lives easier. Headquartered in Bothell, Washington, Winshuttle has offices in the United Kingdom, France, Germany, and India. For more information, visit 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 TRANSACTION™ which allows business users or functional analysts to shuttle data between Microsoft Excel and any SAP® application without requiring any programming. Excel or Access provide the familiar interface for TRANSACTION, 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 Winshuttle due to its ease of use, cost and speed when integrating data.

Results

By using Winshuttle TRANSACTION, 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 TRANSACTION.

Since then, a number of other departments at Canada Post have used Winshuttle including payroll processing. Payroll processing is utilizing Winshuttle for making salary revisions and for time and schedule management for the letter carriers. Canada Post has expanded its use of TRANSACTION 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 Winshuttle TRANSACTION” 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

Corporate Headquarters

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

United Kingdom

64 Kimber Road, Southfields,
London, SW18 4PP, U.K.
Tel +44 (0) 208 704 4170
Fax +44 (0) 208 711 2665
www.winshuttle.co.uk

France

58, rue Delalain
94700 Maisons-Alfort
Tel +33 (0) 148 937 171
Fax +33 (0) 143 68 37 68
www.winshuttle.fr

Germany

Stresemannstr. 46
27570 Bremerhaven
Tel +49 (0) 471 1701900
Fax +49 (0) 471 1701902
www.winshuttle-software.de

India

Third Floor, Tower D
DLF Building,
Technology Park
Chandigarh 160101, India
www.winshuttle.in