

## Canada Post Corporation

### Case Study

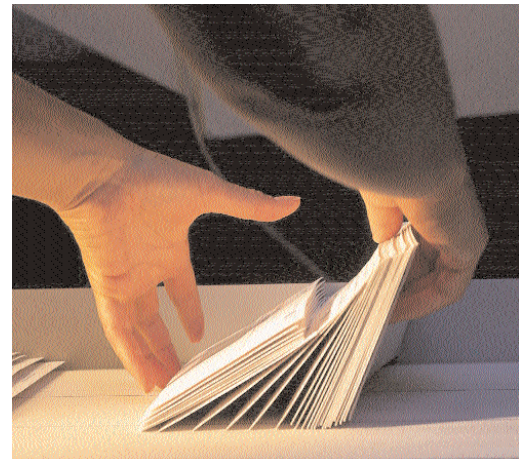
Canada Post Corporation, Canada's postal service, delivers about 9 billion pieces of mail to nearly 13 million Canadian addresses each year. As part of their internal business transformation project, Canada Post sought new ways to grow their business and achieve operational excellence. A critical step in achieving their objectives was the enterprise-wide deployment of TimeLink's Synapps Workforce Integration Platform.

"TimeLink worked tirelessly to provide us with real-time, accurate time and labor activity information for our mail-processing facilities."  
- Cal Hart, Vice-president, Business Transformation, Canada Post.

Canada Post was looking to automate and streamline their business processes for time and labor data collection. Ultimately, they sought a data collection and integration solution to reduce manual errors, provide critical labor costing information across the enterprise, and increase employee satisfaction with employee self-service.

A complexity of the project included automating the data collection for 12,000 employees across 24 sites and 5 time zones. The solution needed to be robust enough to accommodate expansion, ultimately handling transactions for up to 30,000 employees. The diversity of the facilities required an open technology platform to handle a wide variety of data collection options, including terminals with multi-language support.

Canada Post also required a platform that would enable the wireless communication of enterprise data from the point of activity to their corporate SAP systems. Their need for wireless data collection was driven by the dynamic layout of their mail distribution centers.



## CHALLENGES

The challenges included:

- ▶ Aggressive implementation timeline
- ▶ Geographically dispersed locations across Canada for 24 sites and 5 time zones in real-time
- ▶ Ability to scale to up to 30,000 users
- ▶ Necessity of wireless data collection environment utilizing radio frequency
- ▶ Need for real-time visibility of data in SAP
- ▶ Ability to integrate real-time data with SAP HR including Cross-Application Timesheet (CATS)

TimeLink's solution is streamlining Canada Post's business processes, supporting best practices, reducing costs, and providing crucial labor costing information back to the enterprise.

TimeLink's Synapps Workforce Integration Platform combined with TimeLink's Radio Frequency (RF) Data Collection Terminals allows CPC to automate the entire time and labor activity process and then seamlessly integrate this information into their SAP implementation via SAP's Cross-Application Timesheet (CATS). In addition, Synapps is able to extract key employee benefit information from SAP and provide that information to their employees on site using the same data collection terminals, ultimately increasing employee satisfaction.

"When it comes to calculating the payroll for one of the largest employers in Canada, it is vital that our time and labor management solution and SAP integration work flawlessly every day," stated Cal Hart, Vice-president, Business Transformation, Canada Post.

"TimeLink worked tirelessly to provide us with real-time, accurate time and labor activity information for our mail-processing facilities. This facilitates the accurate calculation of payroll in our SAP system and streamlines our business processes."

## BENEFITS

- ▶ Provides a fully integrated front-end data collection and integration solution
- ▶ Extensible solution to accommodate up to 30,000 employees
- ▶ Wireless data collection provides benefits of mobility
- ▶ Requires minimal maintenance
- ▶ Provides real-time visibility to labor activity data
- ▶ Facilitates the accurate calculation of payroll

