



apty



Royal Bank of Canada Migrates from WalkMe to Apty to Scale Onboarding, Compliance & Transformation Across

100,000+ Users

EXECUTIVE SUMMARY

Royal Bank of Canada, one of the world's largest financial institutions, needed more than guidance—they needed control. Managing over 100,000 users across more than 20 critical applications, their existing WalkMe deployment couldn't deliver the cross-application clarity, compliance validation, and process insights needed to scale global onboarding or support rapid post-M&A transitions.

THE HUMAN IMPACT

Employees were expected to navigate 20+ platforms each with its own learning curve, validation rules, & compliance risks. For new hires during M&A transitions, onboarding meant hours of confusion, missed steps, and helpdesk delays.

Support and training teams were overwhelmed with tickets tied to basic navigation and inconsistent process execution, diverting valuable resources from high-impact work.

IN JANUARY 2023, RBC REPLACED WALKME WITH APTY. THE RESULT?

- Seamless onboarding across Salesforce, Workday, & core banking apps
- 30% reduction in support tickets
- Standardized compliance processes across geographies
- Enterprise-grade adoption analytics that unlocked continuous process improvement

"Our people weren't just slow—they were unsupported. Even experienced teams were losing productivity daily, and the risks to compliance were growing."

THE IMPLEMENTATION EXPERIENCE

RBC prioritized high-impact workflows across Salesforce, Workday, and banking-specific platforms. Apty worked closely with business and IT teams to migrate WalkMe content and redesign user journeys using Apty's guided workflows and validation layers.

Rather than lift-and-shift existing flows, RBC reimagined its guidance strategy using Apty's analytics to identify friction points and process gaps. The phased rollout enabled fast results and a feedback loop that refined the experience for frontline and compliance-critical roles.

THE SELECTION JOURNEY

RBC undertook a critical review of its digital adoption strategy. WalkMe had served an initial purpose, but it failed to scale across systems or enforce the process visibility needed in a highly regulated industry.

01	Cross-application enablement
02	Ability to enforce process validation
03	Implementation speed at global scale
04	Cost-efficiency across a 100K+ user base

Apty's process-first, compliance-oriented, and cross-platform guidance model stood out. The platform was selected in January 2023 to lead RBC's enterprise-wide adoption transformation.



THE BUSINESS TRANSFORMATION

In less than a quarter, Apty delivered measurable, business-wide impact

- 30% reduction in support tickets
- Faster onboarding during M&A events
- Embedded validation for compliance-sensitive steps
- Process consistency across 20+ global applications
- Deeper visibility into adoption bottlenecks and ROI tracking

What began as a WalkMe replacement became a foundation for enterprise-wide process execution.

Spotlight Quote

"WalkMe showed us where users clicked. Apty showed us where our business broke—and helped us fix it. We didn't just replace a tool. We enabled transformation at scale."

— Banking Operations Executive,
Royal Bank of Canada



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