BLUEHORIZONS



New Acquisition - New Solution

Challenge

The client had recently acquired a specialty product company. As the client assumed responsibility of calculating payee incentives for the new company, it became apparent that that the legacy incentives calculator was not calculaing correct results, and often calculated significant overpayments. They needed a state of the art ICM solution that addressed the accuracy issues, in addition to providing flexibility and growth capabilities.

Engagement

BHG's innovative implementation approach provided high value to the client. BHG worked collaboratively with the client team to integrate the data and compensation framework information from the newly acquired company into the new solution, as well as building informative reports. BHG also created ETL processes to ingest data from the legacy systems. Importantly, with the goal of client self-sufficiency in mind, BHG also provided extensive training on the new ICM solution.

Outcomes

- **84%** reduction in build, test, and deploy time for new compensation plans
- Provided a flexible system that is future-ready
- Empowered business users with technology ownership for their solutions
- Improved sales team engagement with detailed payout visibility

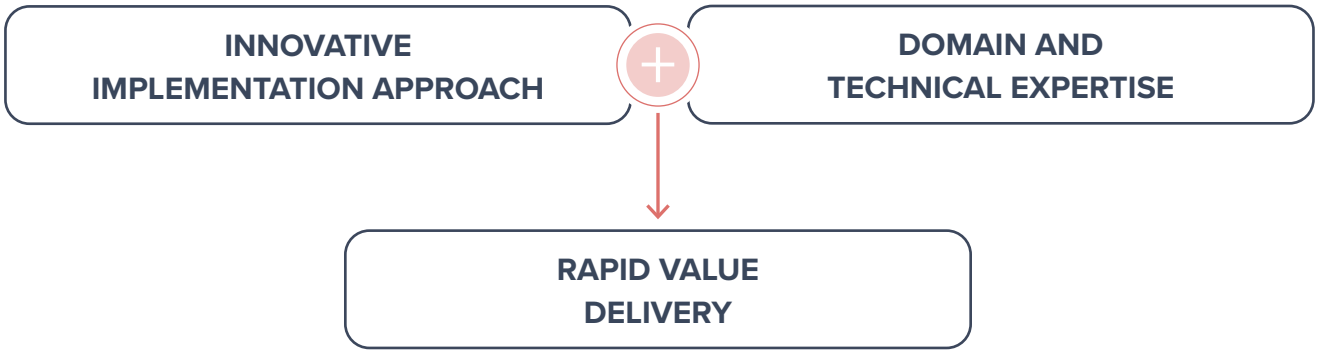
An Information Technology products, services, and subscription provider was using their legacy system to manage the incentive compensation. This system had very limited compensation plan design flexibility and reporting capabilities. Additionally, the system could not scale its performance to manage over 3 million transactions per month. To add to the list of challenges, their legacy system was sunsetting its on-premise solution which was a primary requirement for the client's unique pre-processing needs.

CHALLENGE

Making updates and building new components in their previous legacy custom-built incentive compensation solution was proving to be an extremely time-consuming and expensive task. They needed a new solution that provided critical flexibility so that the organization could be future-ready in changing market conditions. The Cloud-based Varicent sales performance management and analytics platform emerged as a clear choice. The Varicent solution provided tremendous flexibility to design unique granular and rules-based compensation structures that were enhanced with impressive performance and scalability across multiple plans, participants, and transactions. It provided capabilities the client needed to manage their compensation components and also to accommodate a high annual transaction volumes (400 million/year).

THE ENGAGEMENT

The client engaged the Blue Horizons Group to take a deep dive into their business goals and operations and develop a strategy and execution plan for the successful implementation of their new SPM platform. BHG's innovative implementation approach combined with domain and technical expertise of our people quickly provided high value to the client.



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The central axiom of BHG's approach was to actively listen to the client and gain a deep and comprehensive understanding of their business. Our agile methods engaged the client's key stakeholders early and often and allowed us to quickly pivot as per the client's needs and expectations. The BHG team:

Developed ETL processes for legacy data integration with new company's compensation framework.

Established open communication to identify and mitigate risks early and gain project insights.

Supported and trained client's User Acceptance Test (UAT) team for a successful cycle.

BHG became more than just a team implementing their client's solutions; their sincere commitment to client success transformed their role into that of a genuine collaborator, actively involved in all aspects of their incentive compensation goals.

OUTCOMES

These Blue Horizons Group differentiators allowed the rapid delivery of a successful SPM platform implementation. Just some of the results we achieved are:



- 84% reduction in their build, test and deploy time for new compensation plans (from 6 months in their legacy system to 2 weeks on the Varicent platform).
- Provided a flexible system that is future-ready
- Placed the technology in the hands of the business users enabling them to own their solution
- Increased Sales team engagement through greater visibility into payout information detail

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In Summary

BHG played a crucial role in successfully introducing the new SPM platform for this client. The new system is adaptable for the future, needs less time for build, test, and deploy, and has led to increased sales team engagement. The client has thrived in uncertain times, thanks to Blue Horizons Group's innovative implementation approach and technical expertise.

