BLUEHORIZONS



Revolutionizing Efficiency and Transparency

Challenge

IDEXX Laboratories' manual compensation process was time-consuming, error-prone, and led to numerous payout inquiries, requiring extensive admin intervention. They needed an automated solution for efficiency, accuracy, and transparency.

Engagement

They engaged Blue Horizons Group (BHG) to evaluate and streamline their compensation processes to increase efficiency, reduce errors, and enhance customization for payouts based on diverse qualifications. Leveraging BHG's expertise, IDEXX sought greater transparency and control over payout reporting and planning for payees and team managers.

Outcomes

- The BHG solution cut the 15-component build time by 50%, saving 20 days
- Automated processes to streamline inquiries and reporting
- Enabled admins and payees to access real-time insights into compensation
- Reduced errors and allowed on-the-go adjustments to calculations

IDEXX Laboratories is a global leader in veterinary diagnostics and software solutions for animal healthcare. Previously their compensation calculations were completed manually in Excel using data from their VMS system. The sales compensation administrators would then manually create and distribute individualized reports to more than 160 payees. These methods were not only time consuming but led to a lack of visibility in compensation calculation processes. Providing reports in this way gave payees a very short window to initiate inquiries regarding their crediting and payout, requiring the IDEXX admins to respond to these inquiries with multiple back and forth emails in that same abbreviated window prior to payday, causing stress on all sides.

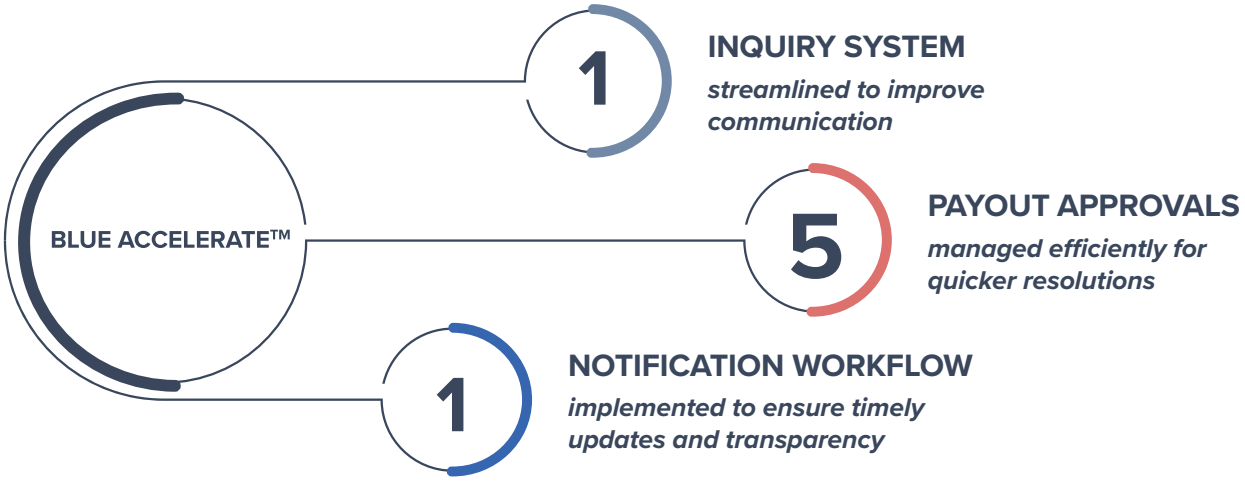
CHALLENGE

IDEXX wanted to automate compensation processes where possible to increase efficiency and decrease risk of error, increase ease of customization for payouts based on diverse qualifications, and to enable payees and team managers to have more transparency and control over payout reporting and planning.

THE ENGAGEMENT

BHG's goal was to create and implement a model using existing data elements, to produce user-friendly compensation reports for specialists, payroll reports for the payroll department, management reports and invoice reports for the accounts payable department.

BHG utilized our proprietary solution to rapidly implement the ICM platform tailored specifically for IDEXX's unique needs. The BHG team was able to quickly create and edit requirement specific tables. The BHG team created:



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Blue Horizons Group also developed an easy to use and intuitive reporting infrastructure to create transparency for compensation payouts. Using these reports, individuals could track their performance against the compensation plans and managers could gain insight into their teams' overall performance. All compensation reports were optimized for mobile and tablet users, making it convenient for IDEXX employees to access their compensation reports using any device.

OUTCOMES

Blue Horizons Group's solutions was able to provide:

Rapid ICM Implementation:

- The Blue Accelerate™ solution reduced the project build time, including 15 components, by 50% per component, saving the team 20 days of effort.
- Improved project agility through quick table creation and modification during both the build and testing phases.

Improved Accuracy:

- Significantly reduced potential for user error in report creation.
- Provided the ability to adjust calculations as needed throughout the month.

Increased Efficiency:

- Optimized the inquiry process through automation, enhancing visibility into payout information.
- Expedited reports and invoices without the need for manual input and formatting.
- Decreased payout approval turnaround time.

Increased Transparency:

- Admins could see midmonth results.
- Payees could see the breakdown of their compensation.
- Reports Users gained the functionality to quickly filter and view desired information.

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In Summary

Blue Horizons Group transformed IDEXX's compensation management through automating processes and cutting component build time in half, saving 20 days of effort. The innovative platform delivered unprecedented transparency, enabling detailed compensation reporting and minimizing errors. By optimizing workflows, the solution empowered employees with real-time performance insights.

> ***They took the time to understand our business and were creative in their approaches to allow us to capitalize on our opportunities while at the same time tailor creative solutions and work arounds for the challenges.***
>
> – Kevin Richeson, Senior Operations Manager, IDEXX Laboratories

