BLUEHORIZONS



BLUE QUALITY™ CASE STUDY

Enabling Confidence in your ICM Platform

Challenge

Wanting to scale for future growth, the client upgraded to an ICM solution to better manage their incentive comp plan design and payout process. Once implemented, the client discovered discrepancies and needed help testing the new system for full functionality.

Engagement

BHG utilized their experience with ICM mechanics to perform User Acceptance Testing alongside the client's team. During this real-world testing phase, BHG discovered the previous in-house system contained incorrect data that was misaligned to the new solution and corrected the numerous bugs.

Outcomes

~$150K quarterly savings saved

- Increased transparency into ICM processes
- Enhanced quailty and accommodated support

With more than $65 billion in assets, Western Alliance Bank (WAB) is one of top performing banks in the U.S. Primarily catering to corporate, commercial, and small business customers, WAB has a sizeable incentive-based workforce whose incentives, payouts, and goals were being tracked via an in-house system. Wanting to scale for future growth, WAB made the decision to upgrade to the Varicent ICM solution to better manage their incentive comp plan design and payout process.

CHALLENGE

Upon the completed implementation of the new Varicent solution, BHG was engaged to help WAB with testing the new Varicent solution. During testing the team discovered discrepancies in payout amounts with their previously used in-house system. The client was unaware of the inaccuracies. In addition, their resources lacked experience and expertise for ICM system testing. WAB engaged Blue Horizons Group (BHG) for testing the Varicent ICM platform to ensure the quality of their new investment.

ENABLEMENT IN ACTION

BHG utilized their deep knowledge and experience with Varicent and ICM mechanics to partner with WAB to perform User Acceptance Testing alongside the WAB team. During this real-world testing phase, BHG discovered the previous in-house system contained incorrect data misaligned to the new Varicent solution. During testing, our experts found that incorrect coding in the legacy system was driving the overpayment issue.

The BHG project team **corrected 64 out 65 defects** by code correction and new flexible component design. At the end of the project WAB received:

- **A high quality ICM solution that performed as intended**
- **Elimination of inaccurate payouts due to system deficiencies**
- **Accurate and timely reports**
- **ICM system capabilities and how to effectively use it for pertinent ICM processes**

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OUTCOMES

Blue Horizons Group delivered:

COST SAVINGS:
Reduced overpayments by ~ **$150K** a quarter by eliminating payout errors.



INCREASED TRANSPARENCY:
Accurate and timely reports and dashboards provided much needed insights into payouts and other ICM processes.

INCREASED QUALITY:
A robust ICM system that comprehensively supported their unique ICM business processes.

IN SUMMARY

The partnership between Western Alliance Bank (WAB) and Blue Horizons Group (BHG) resulted in a transformative journey towards efficient incentive management. By engaging BHG's expertise, WAB not only rectified discrepancies in payout amounts but also achieved significant cost savings, increased transparency, and a high-quality ICM system. This success ensures that WAB is well-positioned to support its sizeable incentive-based workforce and continue its impressive growth trajectory.

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