BLUE HORIZONS



BLUE NIRVANA™ CASE STUDY

Steadfast and Seamless Support

Engagement

Blue Horizons Group (BHG) and Varicent collaborated on a multi-year project to shift a Fortune 200 global IT solutions provider to Varicent's platform for handling incentive compensation in the US and Canada. The system manages monthly commissions for 4000+ associates with around 60 compensation plans and features 100+ reports for field-facing and administrative purposes.

Transitioning to the production operations of Varicent incentive compensation, the company recognized the importance of engaging domain and technical experts to support the internal commissions team for daily operations as well as help manage subsequent changes to comp plans reporting. BHG was chosen as the primary provider of these managed services, due to the trust and relationships formed over the course of the initial implementation.

Services Provided

- Varicent Model Changes
- Reporting Enhancements
- Administrative Support

From the fourth quarter of 2019, when the initial implementation went live, BHG resources have maintained a continued managed service relationship with the organization. The managed services support services include a range of skills needed for both business knowledge and technology requirements related to the Varicent platform. Our team continues to support the following business areas:



VARICENT MODEL CHANGES

As company and market conditions evolve, there will always be the need to adapt compensation models. BHG is able to draw upon the industry expertise and the company-specific needs to seamlessly interact with the organization as changes are identified. The rigorous monthly change management and processing requirements is supported by BHG consultants who have a firm grasp of the business, enabling timely turnaround from the various requests from the business.

REPORTING ENHANCEMENTS

As an organization settles in to their new compensation platform, it is common to encounter requests for enhanced features for reporting as well as new functionality. BHG was able to augment the initial logic to create enhanced features such as drilldown logic to existing reporting. BHG has also worked in concert with company resources to implement new reporting as the compensation structures have changed since the original go-live.

ADMINISTRATIVE SUPPORT

BHG continues to support various administrative needs that may arise. These include complex reporting and analytics that require custom SQL to consolidate source data and compensation results on the Varicent platform. They also include various requests from leadership and compensation administrators involving analysis of results and guidance related to model design and maintenance.

IN SUMMARY

Offering support of this nature has cultivated a robust sense of partnership and nurtured trust, positioning us as the preferred vendor for their continuous needs. Our commitment extends to delivering on-demand production support, whether seasonally or on an as-needed basis.

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