

## Case Study

Technology

Lanshore LLC.

March 2018



## Customer

JAGGAER has developed a highly engineered, comprehensive suite of spend management solutions because industries and organizations have unique challenges that cannot be met by a one size-fits-all approach.

Powered by advanced analytics and the world's most engaged supplier network, JAGGAER is the partner of choice for the world's leading companies and institutions, from manufacturers to the public sector, and universities.

JAGGAER is the world's only company delivering best-of-breed solutions to manage the entire procurement spectrum, from indirect to direct spend.

## Problem

- Currently using Xactly Incent Enterprise Edition since September 2016.
- 75 employees being paid through the system, 90 licenses, which will probably be needed with short term hiring.
- Not a lot of unique plans, however some different rollups.
- Frustration with the current system due to the frequency of needing professional services for what should be simple changes.
- Major plan changes expected in 2018, want to avoid change costs with existing system.

## Solution

Originally engaged by the solution provider, CallidusCloud, Lanshore was providing an implementation proposal. The customer, for cost containment reasons looked to rollout several of their own plans after learning and transition from our team.

We were to build 4 plans and the standard reports that get configured with those plans from thunderbridge. During one of the scoping calls the customers desire to do multi release payments over a period of time was discussed.

Given the nature of fixed data model systems, this requirement often requires development outside of the system and is difficult to maintain. We recommended the customer not do this, and descope it as part of our project.

Change management and customer staffing was recognized as a crucial piece of the project, as the customer was to take on most of the project work.

### **Outcome**

Customer was moved to CallidusCloud, but lost key personnel and requested that Lanshore complete the plans. Along with this, the customer went to the payment method over multiple periods, which the Callidus application is not well suited for.

Unfortunately, this is a common theme in SaaS organizations, Callidus requires stage-hooks be built to accomplish this.

The end state result was the customer is now live on Callidus and using a stage-hook to accomplish the complex payment strategy. We have transitioned support of the application to the customer and Callidus.