

WE DO ROBOTIC PROCESS AUTOMATION (RPA)

WE DELIVER A SMARTER, FASTER AND MORE EFFECTIVE
APPROACH TO KEY COMPENSATION PROCESSES



—
ACCELERATED DISPUTE
RESOLUTION

—
CUT SALES ADMIN
WORKLOAD

—
BETTER SALES REP
RETENTION

—
AUTOMATIC, ACCURATE
DATA LOCATION

**TRUST LANSHORE TO DELIVER BUSINESS ADVANTAGE
FROM LEADING EDGE SPM AND TOTAL PAY TECH**

ROBOTIC PROCESS AUTOMATION

**AUTOMATE MULTI-STEP, HIGH VOLUME PROCESSES
TO SAVE TIME AND OVERHEADS**

Lanshore is a leader in high-value Total Pay and SPM innovation

Robotic Process Automation (RPA) is an advanced technology that uses bot intelligence to speed up complex, multi-step processes. It cuts down the need for human intervention, reducing operational costs and speeding up response times. RPA has transformed finance and manufacturing industry operations and effectiveness in the last two years. Now, its power is available to support SPM and Total Pay for organizations in any sector.

Compensation processes are often complex, with many stages

In a typical corporate system, many SPM and Total Pay processes are well defined but handle high volumes of transactions across multiple touchpoints. Employees need to check and validate information provided and match or compare it to data in other systems. Sometimes there's a time-consuming series of interactions between reps and administrators or managers to acquire extra details or evidence.

In SPM, dispute management is a good example of an area where RPA can have a big impact. The process traditionally causes dissatisfaction because it can take so long for finance and sales support teams to check and resolve commission queries or challenges. It's frustrating for reps and costly for the organization to manage.

RPA cuts time and cost from dispute resolution

Dispute resolution is a prime candidate for RPA, because the stages of the process are well-defined. Applying bot capability means cross-system checks, validation and information requests happen immediately. RPA is a holistic approach that maintains momentum, accuracy and continuity, reducing the dependency on human reaction times and availability.

This saves valuable time, both for the receiving department and for the sales teams using the processes. It frees them to focus on high value activities and increases satisfaction and loyalty.

HOW IT WORKS

Human-like capability at robot speed

Robotic automation means processing unattended automation flows, requiring no human interaction. It can happen in the background, on an unmanned desktop. RPA speeds up critical processes that typically require multiple human interventions and complex manual processing. The outputs are consistent, accurate and trusted.

RPA is a non-invasive approach. Unlike traditional incentive compensation management (ICM) deployments, there's no need to redesign data architecture or make changes to applications at a deep and disruptive level. It replicates human operations so can be applied to embrace and connect existing processes and systems.

RPA is human-like activity deployed with robotic speed and precision.

**"BY 2020, 90% OF LARGE AND MIDSIZE ORGANIZATIONS
WILL HAVE AT LEAST ONE PROCESS SUPPORTED BY RPA."**

Competitive Landscape: Consulting and System Integration
Service Providers for Robotic Process Automation, Gartner, 2018

"THE ROI IS TRULY COMPELLING. APPLYING RPA CAN DELIVER PAYBACK FAR QUICKER THAN A TRADITIONAL INCENTIVE COMPENSATION MANAGEMENT SOLUTION."
DOUGLAS ERB, CEO



THE BUSINESS BENEFITS

ROI across your organization

ROI: fast payback for the business from rapid RPA deployment

Productivity: free sales and operations teams from

time-consuming investigation

Retention: increase payee trust, satisfaction and focus on key objectives

Coherence: instantly connect and access data in different systems

Employee experience: reduce frustration for operations and sales support, admin and finance staff in essential daily tasks

Rapid, intelligent application of RPA

One size doesn't fit all when it comes to critical Total Pay and SPM processes, especially the most complex, multi-stage ones.

Evaluating your particular needs and the subtleties of your system and processes is a key strength at Lanshore. Coupled with our outstanding technical knowledge and real-world programme deployment experience in a wide range of industries and sectors, it's an effective and profitable approach.

Cut resolution time from months down to a few days

PAYEE SUBMITS A DISPUTE NO RPA ASSISTANT

Administrator logs into portal periodically to assign new disputes to analysts at random



Analysts log in to the portal periodically to review tickets assigned



Analyst selects ticket to review and updates status to In Progress

Analyst pulls or requests data needed for review



Analyst reviews and analyzes data set

Analyst approves or denies ticket and updates dispute status



Analyst cannot resolve and escalates

Analyst sends email to submitter's manager



Analyst and manager resolve and update dispute status as Approved or Denied



PAYEE SUBMITS A DISPUTE WITH RPA ASSISTANT



Bot assigns dispute to Analyst with least number of disputes

Bot sends notification emails



1 MIN

Bot pulls data from multiple sources

Bot compares data against defined criteria for approving, denying, or escalating



Bot approves or denies dispute ticket and updates status

Bot sends notification emails

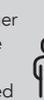


1-15 MIN

Bot cannot resolve and sends notifications for human assistance



Analyst and manager resolve and update dispute status as Approved or Denied



\$5m
Lost activation opportunities

\$5m
Lost activation opportunities

\$15m
Cost of disputes

300+
Manual processes

1 week
To run a compensation cycle

150+
Reports

100
Commissions source files

10
Systems

Large impact on sales, profit and accuracy: typical customer issues we address in RPA projects

"BUSINESSES RETAIN JUST 71% OF SALESPeOPLE ANNUALLY, ON AVERAGE."
Sales Management Association: Salesperson Retention and Turnover

A background image showing a group of business professionals in a meeting. A woman in a light-colored blazer is leaning over a desk, looking at a laptop screen. A man in a dark suit is also looking at the screen. Another man is visible in the background, and a woman is partially visible on the right. The scene is lit with a warm, yellowish light.

WHAT CAN WE DO FOR YOU?

**TRUST US TO APPLY RPA
WHERE YOU NEED IT MOST**

Driving efficiency and performance in sales operations

Successful organizations need systems and processes that support their key business functions. They can't stand still as market, customer and employee demands change. Choose Lanshore to keep you ahead, with leading-edge RPA technology. We'll work with your teams, processes and priorities to deliver ROI fast and sustain effective Total Pay and SPM performance.

Proven experience to meet commercial targets

At Lanshore, we're experts in delivering solutions in SPM, ICM and Total Pay. We have deep experience tackling the challenges of complex variable compensation plans for national and global organizations.

We understand the true cost of frustrations caused by slow dispute resolution. With RPA, we can help you compensate your people fast and accurately, cutting admin and making them more productive and successful. You'll benefit from reduced costs and overheads, better sales rep retention, greater employee satisfaction and seamless information connections between finance, HR and data systems.

"Clients could realize ROI [from RPA] in a matter of eight to 12 weeks, meaning right after the implementation. This could be from FTE hour reductions, turnaround time reductions, production efficiency enhancements, ease and flexibility in process execution, all leading to cost savings, either directly or indirectly."

Competitive landscape: consulting and system integration service providers for robotic process automation, gartner, 2018



Take advantage of emerging and proven RPA technology for ICM, Total Pay or SPM to give your organization a leading edge.

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