

**TECHNOLOGY:
REACTING TO CHANGING
BUSINESS NEEDS FOR
VARIABLE COMPENSATION**



What's the problem?

Jaggaer is a specialist procurement technology service provider, offering tools for best-in-class source-to-pay and supply chain solutions to large client organizations in the commercial, manufacturing, life sciences, education and government sectors worldwide.

Frustrated by the continual need to use third party service providers to make simple changes to their current system, Jaggaer looked around for a more flexible and cost-effective solution. Further business change was on the horizon and they wanted to be able to adapt as needed to embrace emerging developments.

How did Lanshore help?

Jaggaer selected CallidusCloud, who recommended Lanshore for deployment. We built four core plans and the standard reports that they generate in Thunderbridge. We also educated the client team so that they could roll out additional plans, to minimize costs. Change management and customer staffing were crucial aspects of the project, as the Jaggaer team was to take on most of the delivery work.

Requirements evolved during the project: Jaggaer needed to adopt a multi-release payments approach. We advised on the best way to accommodate this in CallidusCloud, although it's not the ideal system for this practice.

How are things now?

Jaggaer is live with CallidusCloud. Staff changes meant that Lanshore stepped in to deliver more of the project than anticipated. We have now transitioned support of the application to the customer and Callidus.

Tell us about the tech.

The business need for multi-release payments presented a challenge. Given the nature of fixed data model systems, this requirement often necessitates development outside the system and can be difficult to maintain. To make it happen in CallidusCloud, Jaggaer used a stagehook to accomplish the complex payment strategy.

The bottom line

"A PRAGMATIC APPROACH TO WORKING WITH EXISTING INVESTMENT DELIVERED THE NECESSARY OUTCOME AND FUNCTIONALITY, WITH SOME ROBUST WORKAROUNDS."