

## ARCHITECTURE REDESIGN TO FIX A BROKEN COMPENSATION PROCESS



### What's the problem?

We are a multi-billion dollar company that provides digital transformation software for enterprise clients, helping them build, secure, operate and analyze their company in order to optimize performance. We rely on highly skilled and knowledgeable sales teams to win business.

Our commission process was broken. We hadn't been able to calculate commission systematically and accurately for more than a year. The old architecture yielded calculation times over 48 hours. We had no way to forecast and very limited planning capability.

The problem was beginning to hurt performance, because salespeople were mistrustful, less motivated and spending time checking and disputing commissions instead of selling. Strategic sales planning was hindered by a lack of dependable management information from the commissions process.

### How did Lanshore help?

Lanshore's team were the commission specialists who worked with a leading global IT consultancy firm to diagnose and fix the problem. Lanshore helped identify the flaws and shortcomings in the existing commission process and came up with an effective new architecture. The team designed, tested and rolled out the new solution.

### How are things now?

For the first time in 18 months, we can deliver accurate payouts. Our new total compensation solution has run times of just 15 minutes and gives us a full, new look set of analytics based on the latest BI application technology. Now we have foresight over our commission payouts and analytics to support sales operations decision-making.

### Tell us about the tech.

The key principle behind the redesigned architectural is to separate and segregate the three resource-intensive elements of the total commissions process. These are: transaction assignments, commissions calculations and report generation.

Before, an SPM platform had sole charge of the entire process, resulting in 48 hour calculation times and inadequate reporting. Lanshore and their delivery partners developed a bespoke Commissions Data Warehouse (CDW) and transaction assignment tool to serve up the SPM platform with pre-assigned transactions, vastly reducing calculation times.

Lanshore created a logical Commissions Reporting Layer (CRL) to run both end user and operational reports. This further reduced the load on the SPM tool and gave much better reporting capability and flexibility.

### The bottom line

"NOW WE HAVE A BESPOKE ENTERPRISE ARCHITECTURE SOLUTION, OUR COMMISSIONS PROCESS DOES EXACTLY WHAT IT SHOULD: DELIVERING INSIGHT TO SUPPORT BUSINESS DECISIONS AND REWARDING OUR PEOPLE PROMPTLY AND ACCURATELY."