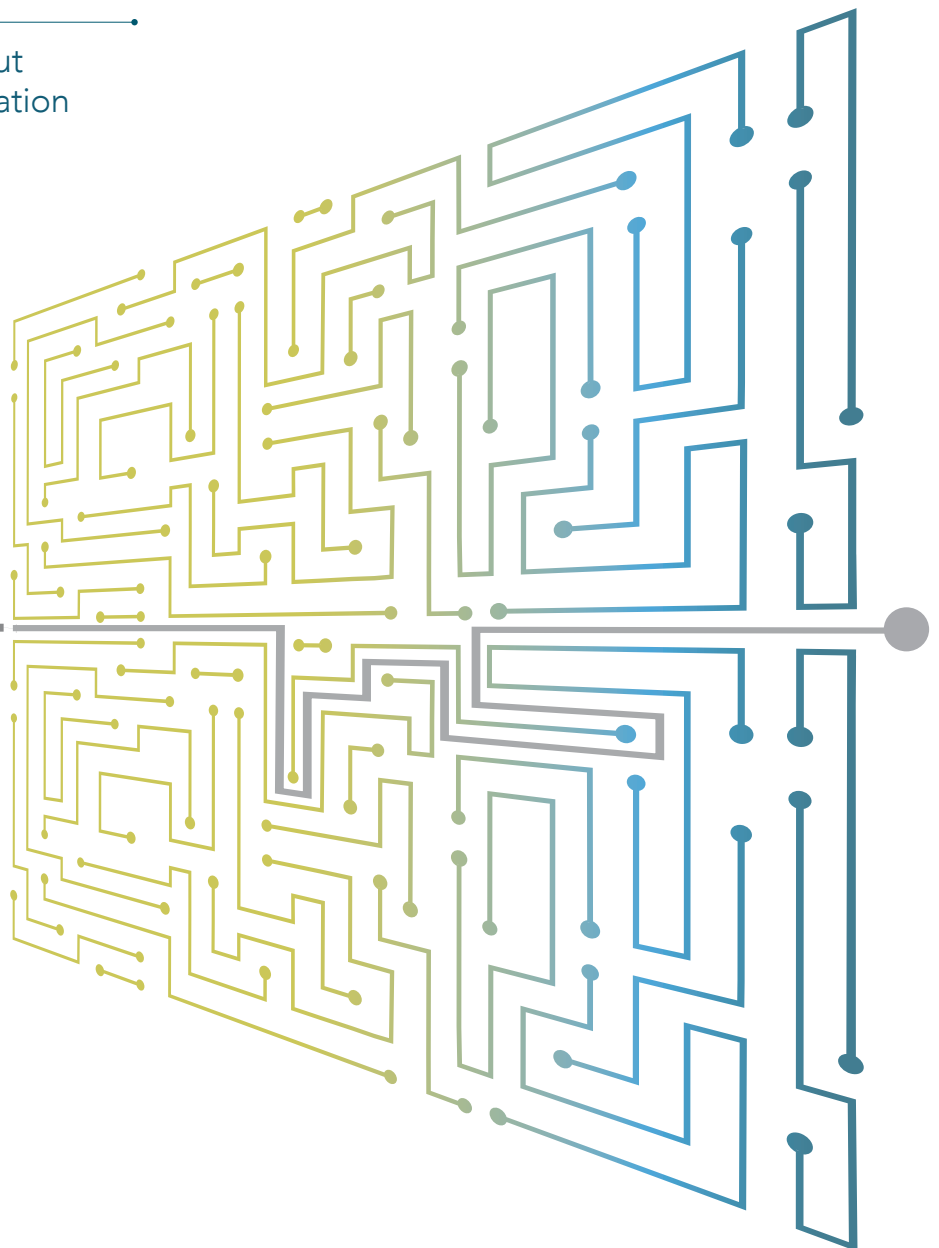# LANSHORE
## ADVANCING INTELLIGENCE

# WE DO APPLICATION HEALTHCHECKS

We deliver trusted information about how effectively your SPM/compensation application is driving your business

**AN INDEPENDENT ASSESSMENT OF YOUR COMPENSATION SOLUTION**

**IDENTIFY RISKS AND PERFORMANCE GAPS**

**UNDERSTAND THE BUSINESS IMPACT**

**GET ACTIONABLE OPTIMIZATION RECOMMENDATIONS**

# APPLICATION HEALTH CHECK

## Find out whether your SPM or Total Pay solution does what you need today

**Lanshore are SPM and Total Pay specialists**
Our health check services are based on deep knowledge of a range of technologies and solutions. We use our commercial and analytical rigour to check whether your solution matches your current business and market need.

**Recommendations you can trust**
Because we're vendor agnostic, we take a truly independent view.

When you deployed your sales performance management (SPM) or total pay solution, the chances are that the environment was different. Technology moves on fast. Your business and workforce have grown. Your approach to sales and compensation has evolved. Engagements and teams have become more flexible and sophisticated.

It's not surprising that your compensation or SPM application has become less effective. Even if it was a perfect fit to start with, your commercial world has changed. If there were aspects that didn't quite meet your needs a couple of years ago, they are almost certainly causing a bigger problem now.

**Are system constraints inhibiting your sales performance?**
We deliver end-to-end implementation services designed to meet the exacting demands of successful, large-scale and fast-growing businesses.

- There's a knowledge gap, because internal experts have moved on
- You know there are 'good enough' workarounds in place that could be better
- You still rely on manual processes to support changes outside the system
- You can't get management information as quickly as you need it
- The solution doesn't produce useable analytics for strategic decision-making
- Not everyone trusts the information outputs from the system
- Your reports or data aren't compatible with other business systems
- Your application isn't flexible enough to accommodate every commission or sales scenario
- Your solution is not running to its full capacity
- There are system features that aren't being used or don't work as you wish
- Day-to-day operational support

### THE PROCESS

**The health check process**

- Executive or senior leadership sponsorship
- A 1-3 week engagement
- Work with system administrators
- Understand business objectives
- Understand operational requirements
- Identify technical pain points
- Evaluate architectural framework
- Analyze application
- Measure design and processes against best practice benchmarks, business objectives and requirements

**Get a 360° view of how your application is performing to support KPIs across the board**

'We provide support services, system change and business driven change requests, using the best technology skills out there and always with exemplary customer communication.'
Douglas Erb, CEO

**NOT SATISFIED WITH YOUR VARIABLE COMPENSATION SOLUTION? IT'S TIME TO HEALTHCHECK**
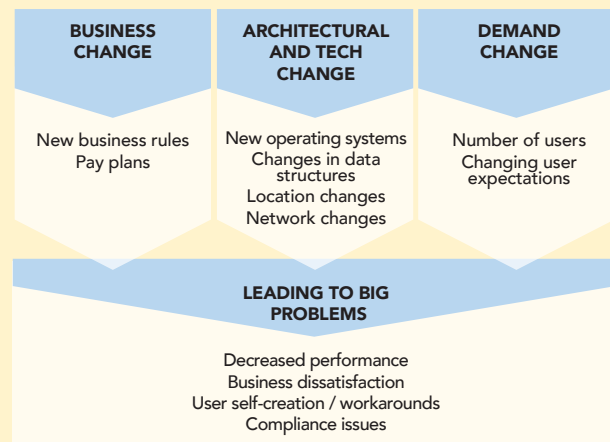
## The Business Benefits

### A comprehensive, actionable report

At the end of the health check, you get a report outlining the process of analysis, the findings, a risk assessment with actions to reduce risks, recommendations for tactical improvements to optimize the solution and strategic recommendations.

### Understand the state of play

You need to understand the strengths and weaknesses of your compensation solution, so you know how well it's performing to support commercial goals.

We recommend undertaking a health check at least every two years. Optimal sales and operational performance is critical to your fast-growing, successful organization. You can't afford for vital support infrastructure to underperform.

### Lanshore's experience and track record

We pride ourselves on our bespoke approach. Every commercial operation and technology environment is different: we always work in context of your specific business and market needs. We take a rigorous but pragmatic approach to bring you insight and recommendations that you can use immediately to optimize your compensation and SPM applications for business growth.

### Take action to get the most from your investment

With clear data about current performance and a set of objective recommendations, you can decide how to get the most from your current application investment.

### Support business critical processes effectively

Whatever action you decide to take, you'll have a clear understanding of your application's capabilities, strengths, weaknesses, constraints and opportunities.

That means you can react immediately to improve performance, plan for future business change and growth and build future system investment requirements into strategic financial planning.

### Change happens across the business, not just in IT

| BUSINESS CHANGE | ARCHITECTURAL AND TECH CHANGE | DEMAND CHANGE |
|---|---|---|
| New business rules<br>Pay plans | New operating systems<br>Changes in data structures<br>Location changes<br>Network changes | Number of users<br>Changing user expectations |

**LEADING TO BIG PROBLEMS**

Decreased performance
Business dissatisfaction
User self-creation / workarounds
Compliance issues

**"AN INTEGRATED SPM SUITE INCREASES SALES PRODUCTIVITY BY 12.5% AND ACCELERATE FINANCIAL CLOSE TIMES UP TO 50%."**
Simon & Kucher, Optimizing Sales Territories For Strategic Advantage

**LANSHORE: AT THE FOREFRONT OF SALES TECHNOLOGY**

# WHAT CAN WE DO FOR YOU?

## TRUST US TO HELP YOU GET THE MOST FROM YOUR APPLICATIONS

**Supporting sales and operations to outperform**
Successful businesses need effective, optimized solutions that support business critical KPIs. Choose Lanshore to assess your applications for reliable oversight of your application effectiveness, potential and risks. We'll work fast and efficiently with your teams and minimize disruption to your day to day business.

**Proven experience to meet commercial targets**
At Lanshore, we're experts in planning, assessing and delivering solutions in Sales Performance Management, Incentive Compensation Management and Total Pay. We have deep experience tackling the challenges of complex variable compensation plans for national and global organizations.

We can help you compensate your people accurately and on time and give them the tools and reporting they need to work smarter, cutting admin and providing insight that makes them more productive and successful. You'll benefit from reduced costs and overheads, more flexibility to adapt plans to support business goals, greater employee satisfaction and a reduced risk of disputes.

**The health check gives you the information you need to optimize your application.**

**If you want further support to implement recommendations rapidly, Lanshore can work with you on an improvement project.**

**"Working with Lanshore simply makes my life easier and my relationship with my internal business units that use the technology stronger."**
Head of IT, UK Banking Sector Client

**For more information visit
www.lanshore.com
Email us at info@lanshore.com**

**Contact in US: +1 832 466 8069
Contact in UK: +44 7817 488951
Contacto en América Latina: +1 713 893 1405**