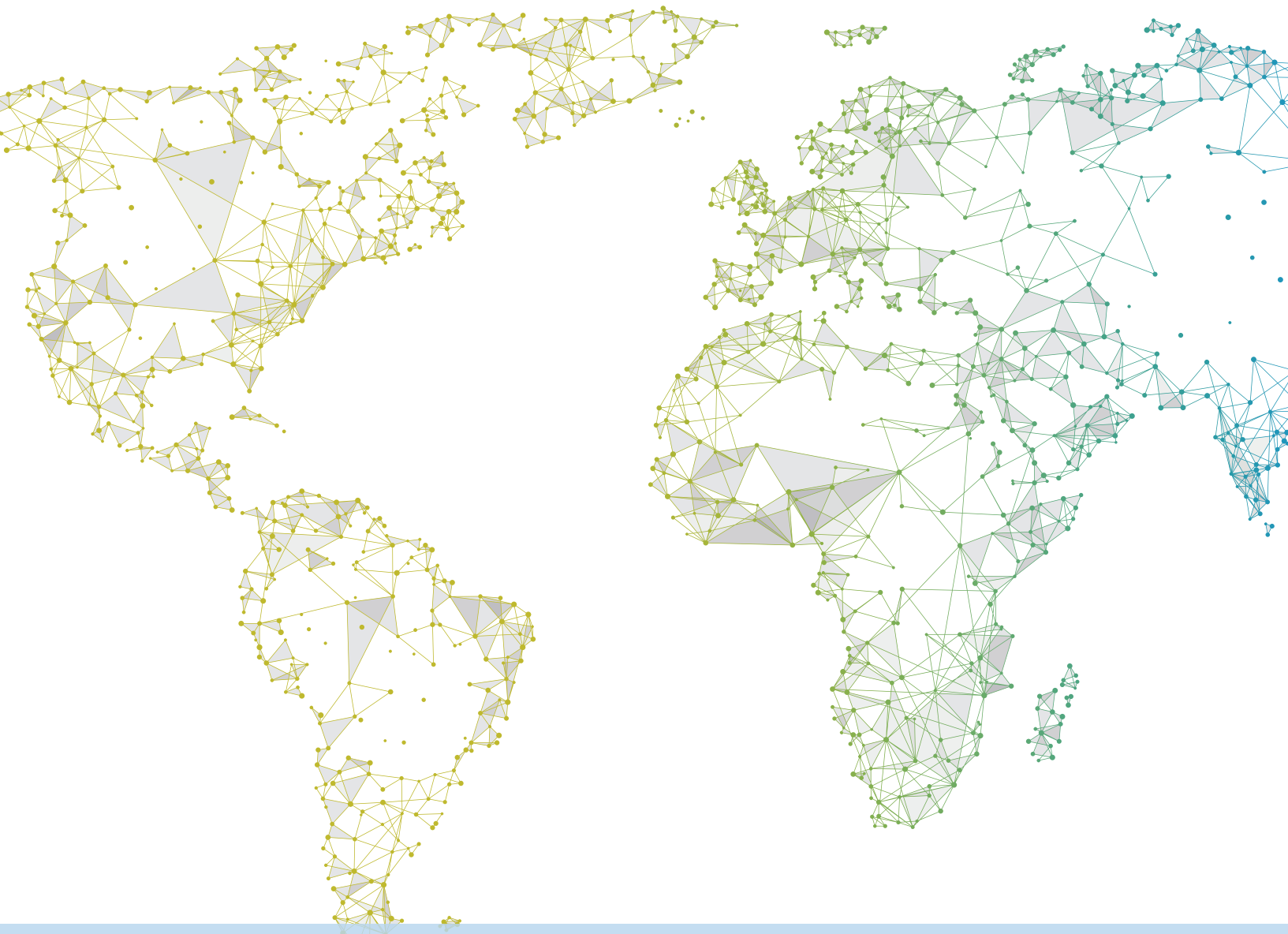


# WE DO MANAGED SERVICES FOR SPM AND TOTAL PAY

We deliver complete and dependable management,  
maintenance and update services for your critical systems



# MANAGED SERVICES

Let us shoulder the burden  
of system performance

## **Focus your people on revenue generation**

Sales performance management (SPM) and total pay systems are complex and business critical. When you compensate your people correctly and effectively, you set them up to do their best work and fuel your business success. But if pay and compensation management systems and processes let you down, you have a strategic level revenue and profit problem.

A managed services contract with a trusted, expert provider means you can hold them accountable for system performance. You can concentrate on your core business activities instead of dealing with system infrastructure.

## **Lanshore has the resources and expertise**

We're Total Pay and SPM specialists. Our people have the technical knowledge and commercial experience to take on your complex systems. We have a strong track record with large and growing organizations, nationally and globally.

We can help you optimize your systems, keeping pace with your business and market evolution. We anticipate problems, deploy best of breed maintenance and management practices and activate robust contingency plans to make sure your compensation infrastructure doesn't let you down.

## **HOW IT WORKS**

### **Comprehensive support tailored to your needs**

We provide managed services support with true customer focus for our clients. You can choose a fully dedicated team who work only for your organization, or a shared team with the right solution expertise for your environment. In both cases you'll have a dedicated account manager who is your first point of contact for ongoing management as well as exceptional issues.

### **Support services**

- Systematic triage
- Work with vendor where required
- Weekly status report
- Round the clock support if needed
- One point of contact for escalations
- Trained and qualified support staff



## TRUST LANSHORE TO TAKE CARE OF YOUR ENTIRE COMPENSATION SYSTEM

"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



### Business driven changes

Effective SPM and Total Pay application changes demand business understanding along with domain and system expertise. Lanshore's teams work closely with the business to ensure successful outcomes. All change requests are planned and implemented using stringent change control procedures, to contain costs and impact.

We work closely with your software vendor, both for specialist support where needed and to provide feedback on system effectiveness. Maintaining a strong working relationship with vendors is a priority, so we can deliver the best service.

We're immersed in Total Pay and SPM and keep abreast of best practice: if there's a more effective alternative to a change request, we'll let you know.

### Communication is key: the Lanshore promise

SEAMLESS  
HANDOVER IN STAFF  
TRANSITIONS

WEEKLY STATUS  
REPORTS (SUPPORT  
AND CHANGES)

FAST RESPONSES  
TO QUESTIONS

EXCEPTIONAL  
MANAGED SERVICES  
THROUGH  
EXCEPTIONAL  
COMMUNICATION AND  
TRANSPARENCY

OVERLAPPING  
SHIFTS FOR 24  
HOUR SUPPORT

CLEAR  
ESCALATION  
ROUTE

TRANSPARENT,  
COLLABORATIVE  
COMMUNICATION

## The Business Benefits

### Compensation management systems are all we do

Effectively managing Total Pay and SPM solutions demands a specialist skill set that includes understanding your business process and your unique needs. Our experience means you can rely on us to maintain and update your system effectively. We minimize disruption and maximize efficiency and performance.

When you need critical and immediate support, our experts are the best people to deliver it. They respond and act in a focused way that IT generalists cannot.

### We know how to work with vendors

Identifying, reporting and tracking issues with the software vendor is often the most time-consuming and challenging system management task. We maintain excellent peer relationships so we can work together effectively to resolve problems quickly.

### Consistent, continuous skills and knowledge

As a Total Pay and SPM specialist, we can attract and retain the best experts in the sector. We employ a large workforce that's dedicated, experienced, trained and certificated, with access to Lanshore's knowledge base. Using Lanshore for managed services means you can avoid a significant investment in niche in-house training, with little control over the return you'll get, as employees move around or move on.

### Controllable cost, quality and timeframes

With an SLA agreement in place and a fixed monthly charge, you can guarantee a high-quality service from your critical compensation systems. They'll be up to date, with performance continually monitored and optimized. You can count on reliable support to fix issues in a timely manner.

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

## WHAT CAN WE DO FOR YOU?

## TRUST US TO DELIVER SPM PROJECT BENEFITS, FAST

### **Solution expertise and exemplary customer service**

We pride ourselves on our responsive, commercial approach. We understand that clients choose a managed services partner to reduce their workload and risks. That means shouldering the responsibility for high performance levels and a proactive approach to problem-solving and improvements.

At Lanshore, everyone is a Total Pay and SPM system expert. Our market-leading technology skills coupled with strong customer focus and communication make us a truly collaborative and productive partner. We get to know your business quickly and work with your priorities and approach, adding in our best practice compensation system knowledge to support your organization's performance.

### **Leading, specialist expertise in Total Pay and SPM**

A reliable, accurate and trusted Total Pay or SPM system saves time and money. It prevents shadow accounting and overpayments and streamlines administration. It gives you the agility and edge to deliver market-leading sales performance management to fuel sales and business growth. That's why it's vital to choose a proven, specialist managed services partner to maintain your system effectively.

Working with Lanshore, you can exploit our rich variety of experience providing SPM and variable compensation system evaluation, development and implementation services for demanding, global, blue chip and high-performing clients in a range of industries around the world.



**"COMPENSATION IS THE #1  
LARGEST EXPENSE FOR  
COMPANIES." FORBES**

