Achieve, Canidium, and Xactly: A Transformation

CANIDIUM
+
Achieve

"In 2023, Canidium worked with us to modernize our data architecture and streamline compensation rules for our two largest business units. We replaced our FTP processes with APIs that integrate with Connect. Simultaneously, we also launched new incentive plans. This was a complex exercise that was done without interruption to the legacy processes. Canidium deployed an experienced team of Incent and Connect experts who worked seamlessly with our technology and business teams. Canidium's project manager and leadership team were very engaged and committed to our success. The end result was a high quality solution delivered on time and within budget. We appreciate the partnership with Canidium and look forward to future engagements."

Dureen Jayaram, Product Director, Enterprise Applications

How to improve a 10-year old commission system run by one person.

QUICK STATS

- 935+ Employees
- $1.03B Revenue

SITUATION

Achieve was struggling with a lengthy and complex payroll payout process that took multiple administrators around 2-3 weeks to complete each month. Their 10+ year old sales commission system had become very complex due to incremental transactions over time that led to inaccurate data and many disputes requiring resolution. The numerous adjustments put in place as "band-aids" were no longer sufficient to efficiently manage the system. A comprehensive overhaul was needed to streamline the processes and improve the functionality and accuracy of the system.

CRITICAL ISSUES

- Lengthy and complex payroll payout process that took 2-3 weeks each month, Achieve was spending 2-3 weeks each month resolving disputes related to their complex sales commission calculations
- Inaccurate data from incremental transactions over 10+ years that led to many disputes
- Lack of visibility and involvement from key stakeholders in plan changes and system operations
- Poor data management practices that exacerbated issues and complexities over time
- Single Achieve employee was handling commissions
- It was very difficult for Achieve to audit commission results, due to complexity and lack of process controls.

TECHNICAL BARRIERS ENCOUNTERED

- Inconsistent and inaccurate data
- 10 year old system with employee turnover
- The solution had to have a streamlined process flow for enhanced usability and functionality all while being easily maintainable despite impending customizations.

XACTLY TECHNOLOGIES

- Connect
- Analytics
- Incent

OTHER TECHNOLOGIES

- Salesforce
- JIRA
- SharePoint

KEY CONSIDERATIONS

- Reduce Overhead
- Streamline Payroll and Commissions
- Reduced Headcount / Self Sustainability

SOLUTIONS - IMPACT - RESULTS

Executive Buy-in

Executive buy-in at Achieve was critical to the success of the transformation project. Active involvement ensured high levels of collaboration and input into redesigning both systems and internal processes.

Executive Visibility

Due to their direct involvement, the executives' increased visibility into and trust in the project methodology helped Achieve accept the significant time required to properly overhaul the complex, long-standing issues.

Streamlining Processes

Created Custom Rule Management Interfaces to allow for rule management by allocation. The complex system can be run with one person.

Redesigning Connect Workflows

Enabled External Configuration Change Validation and Execution allowed non-technical 900 users to make configuration changes to individual units without violating any of the 10,000+ configuration rules.

Leverage Middleware and Salesforce

To facilitate the reporting requirements, Canidium built a BW (Business Warehouse) Integration from Standard SAP CPQ Middleware CPI design patterns

Dispute resolution

Canidium reduced dispute resolution time from 3 weeks to 1 week.

Project Management

Achieve's Agile project management was a factor in the project success. Achieve's main comp admin was reactive in fixing data issues and dealt with mid-year plan changes often.