

# WE DO TRANSFORMATION SERVICES

WE DELIVER PROBLEM SOLVING AND OPTIMIZATION FOR UNDERPERFORMING SPM AND TOTAL PAY DEPLOYMENTS



—  
RAPID  
TRANSFORMATION

—  
SEAMLESS END-TO-END  
WORKFLOWS

—  
RELIABLE DATA  
GOVERNANCE

—  
ACCURATE FINANCIAL  
REPORTING



TRUST LANSHORE TO GET TO THE HEART OF YOUR SPM AND TOTAL PAY CHALLENGES

# TRANSFORMATION SERVICES

FAST-TRACK YOUR INFRASTRUCTURE TO PEAK PERFORMANCE

## Business change demands technology adaptations

Successful businesses are always evolving. When major change happens fast, core systems and infrastructure can stop working effectively. If your organization is going through a merger, acquisition or corporate streamlining initiative, you'll need to make sure your sales performance management (SPM) or Total Pay systems are fit for the transition and the future.

## Getting your SPM/Total Pay solution back on track

Either incremental or large-scale changes to your business can have a big impact on the effectiveness of your compensation system. Inaccuracies creep in, as staff create manual workarounds or new processes to accommodate exceptional events, new incentive programs or additional employees. Because the change often happens quickly, it's easy to lose control of processes and workflow.

Compromised data and operations result in wrong calculations and payouts. Management reporting information is called into question. Sales staff waste time on shadow accounting, because they don't trust the central system. They're less motivated and focused, so sales performance suffers across the business.

## Lanshore's complex projects experience counts

Call on Lanshore's experts for a fast-acting recovery project. Our transformation services teams have deep experience getting to the root of problems with large-scale SPM and Total Pay solutions in major global organizations. We'll assess the risks, diagnose the problems then adapt, repair, integrate and optimize your systems so they meet your business objectives.



## HOW IT WORKS

### Our proven methodology

We use a step by step approach to get to the heart of your system issues rapidly, analyzing your entire total pay and commissions infrastructure.

When considering what the future should look like, we use our knowledge of leading technologies and practices to scope an efficient and agile solution.

We identify opportunities to deliver more value from your system, including real time reporting, calculations, data access and bot programming. These might be underpinned by robotic process automation, data lakes or warehouses, business intelligence and cognitive solutions.

Lanshore's transformation project delivery uses our fast configuration process, giving you smooth and easy roll-out, set-up and reporting.

### Creating the road map

Determine priorities, scope, approach, constraints and risks to create a timeline, financial model and resource plan.



### Transitioning SPM landscape



**"ENTERPRISES WILL MISS THE EQUIVALENT OF UP TO 10% OF ANNUAL SALES LOST OPPORTUNITY THAT COULD HAVE BEEN CAPTURED THROUGH IMPROVED MANAGEMENT OF SALES TERRITORIES, QUOTA AND COMPENSATION PLANS."**

Michael Dunne, Analyst, Gartner

## THE BUSINESS BENEFITS

### Effective, accurate compensation systems are crucial for business growth

Choose your scenario.

1. You know or suspect that your solution is underperforming, you need to take action quickly to get it back on track. As your business continues to evolve and grow, the problems will escalate and your ability to track, reward and drive sales performance will decline.
2. You're approaching or going through a merger or corporate change and want to maintain sales performance throughout. You know you need to adapt, integrate and optimize systems to keep pace with the organizational transformation and maintain sales performance.
3. Your organization has been through substantial transformation without attending to its compensation systems. You may now find yourself in a perilous situation, lacking vital management and financial information and without a crucial lever in the control of your sales operation. You need to take urgent corrective action.

### Exploit Lanshore's experience

In any of these situations, Lanshore can mobilize fast to assess and overhaul your processes and tools. We work with all the leading vendors' solutions and have long experience customizing and integrating multi-territory SPM and Total Pay systems and reporting. We use a mixture of proven best practice and innovation to deliver exactly what your organization needs to meet business objectives and fit complex sales operations.

A photograph of a business meeting in a modern office. A man in a blue blazer is standing and pointing at a large screen displaying a bar chart. Three other people are seated around a table, looking at the screen. The scene is overlaid with a semi-transparent blue box containing the text "WHAT CAN WE DO FOR YOU?".

# WHAT CAN WE DO FOR YOU?

**TRUST US TO DELIVER SPM AND TOTAL PAY PROJECT BENEFITS, FAST**

### **Supporting successful sales and operations**

Successful businesses need proven, effective solutions that evolve and adapt with the organization. Choose Lanshore as your transformation services partner to maintain a trusted and growth-enhancing SPM or Total Pay system. We'll give you a clear assessment of its state of health today and support you with a clear action plan to make it fit for current and future purposes.

### **Proven experience to meet commercial targets**

At Lanshore, we're experts in delivering solutions in Incentive Compensation Management (ICM), SPM, 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 and motivation 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.

**"COMPENSATION PAYMENT ERRORS ERODE PROFIT MARGINS – IN OUR EXPERIENCE JUST A 5% ERROR RATE COULD TYPICALLY COST \$500,000 A YEAR."**

**DOUGLAS ERB, CEO**



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