



# OPENSYMMETRY MENTORSHIP PROGRAM

Going beyond a standard training approach  
to build sustainable internal proficiency

“ Bringing in decades of experience, OpenSymmetry has been committed to mentoring our home-grown programmers and helping us stand on our own two feet, getting us to self-sufficiency. ”

– Kimberly Hinrichsen, Vice President & Sr. Director of Incentive Admin, U.S. Bank

## CHALLENGE: RISING TO SELF-SUFFICIENCY

Companies spend considerable resources selecting and implementing sales performance management (SPM) systems, but often find they **don't have the expertise to administer and configure the system after deployment**. As a result, many companies experience:

- **Dependence on third party** for SPM program support, resulting in unplanned costs
- **Lack of confidence** to perform more advanced operations, resulting in suboptimal system performance
- **Inability to train** new SPM administrators or configurators, resulting in slow and costly onboarding

To help address these challenges, OpenSymmetry provides a mentorship program to supplement standard training for SPM system administration.

The objective of the mentorship program is to enable SPM configurators to be more proficient in the administration and configuration of the SPM system and improve understanding across the different configurator skills and competencies. The **ultimate goals of the OS mentorship program are increased knowledge and self-sufficiency**, resulting in the ability to support technical operations, process improvements, and change management in alignment with best practices.

## SOLUTION: A ONE-OF-A-KIND MENTORSHIP PROGRAM

The OpenSymmetry mentorship approach involves training SPM configurators by using **the same standards and requirements that OpenSymmetry applies to hire and train our own configuration consultants**. The mentorship program leverages direct interaction/guidance from senior consultants and a curriculum dependent on active participation, thereby ensuring that once the program is complete the mentee has proficiency in the following areas:

- Ability to translate business requirements into a technical solution design
- Expertise in creating/adjusting core configuration components
- Capacity to hold training sessions for other internal resources
- Understanding of scope impacts of requested changes
- Skills to establish ongoing (post-deployment) improvement efforts

## Configuration consultant training approach

The OpenSymmetry approach to building internal proficiency in an SPM technology is based on a proven methodology comprised of the following three components:



## Program management

The program includes **weekly status monitoring with a detailed status report** completed by both the mentor and the mentee so that progress can be monitored and the approach adapted if needed. This **allows for issues, concerns, and gaps to be addressed quickly**. The consistent weekly feedback loop holds the mentorship program accountable for the mentee's growth and success against pre-determined skillset requirements.

## BENEFITS: SUSTAINABLE SPM OPERATIONS INDEPENDENCE

Leveraging a formal mentorship program during your SPM deployment will provide your company with internal expertise to help ensure:

- **Self-sufficiency and cost management:** The organization can become self-sufficient and comfortable tackling SPM configuration challenges without costly third-party support.
- **Expertise to address company challenges:** Knowledge transfer of best practices and case studies outside of the classroom context during "in the moment" training gives configurators confidence to perform more advanced operations.
- **Optimized SPM system:** Internal resources capable of assessing program performance and implementing improvements to both process and solution configurations.
- **Ability to train new team members:** Reducing onboarding and training costs by removing reliance on a third party.

For more information about how OpenSymmetry's mentorship program can give your organization SPM self-sufficiency, email us at [os\\_info@opensymmetry.com](mailto:os_info@opensymmetry.com)

## ABOUT opensymmetry

OpenSymmetry is a global consulting company that specializes in the planning, implementation, and management of sales performance management (SPM) solutions supported by the industry's leading technology suppliers. Since 2004, OpenSymmetry has enabled its customers, ranging in size and industry, to achieve greater operational efficiency and get better sales results.