

# MAXIMIZING THE SPM TECHNOLOGY INVESTMENT WITH MANAGED SERVICES



## A CASE STUDY ON SCC'S CONTINUAL IMPROVEMENT FOR SALES PERFORMANCE MANAGEMENT

**Industry:**  
High Tech

**OS Service Lines:**  
Managed Services

**Technology Partner:**  
Varicent

“ We have a solid support team from OpenSymmetry that knows our business model very well and is able to develop what we need to get us over the next hurdle fairly quickly.

- David Fish  
Project Accountant, SCC

## THE CHALLENGE

SCC had a vision for its Sales Performance Management (SPM) system. Even though SCC had made huge gains in calculating and managing commission payments in just a few short years through the initial implementation of its SPM tool, it knew that to make the most of its investment, it would need to enhance these gains with continued improvements. With new challenges and changing business conditions, there was still a lot of potential for the SPM system to maximize the ROI.

Partnering with OpenSymmetry, SCC replaced its manual, homegrown systems with Varicent, a robust SPM solution that not only supports over **300 payees, 50,000 transactions per pay cycle, and Sales Commission dashboards with drill to order line detail**, but also gives them deep insights into the sales team's performance trends. The new SPM system empowers SCC to apply plan changes in a timely manner, shorten the time for calculation processing, and more proactively handle data. It also led to improved reporting and analytics and more accurate forecasting.

In order to maximize its investment in the SPM technology, SCC made the decision to continue its partnership with OpenSymmetry in an advisory role. OpenSymmetry's Managed Services would provide the strategic oversight and training needed to help SCC reach operational SPM self-sufficiency on a day-to-day basis while providing a designated OpenSymmetry team to call on for support for initiatives such as complex enhancements, best practices for process improvements, and configuration for new dashboards and reports.

## THE SOLUTION

As the relationship between SCC and OpenSymmetry evolved, the OpenSymmetry team focused on training and empowering the SCC team to do all necessary fixes and changes in the system themselves. This included:

- **UPGRADING** the Varicent environment to the latest version (v10)
- **PERFORMANCE CHECKS** and calculation optimization
- **DESIGN REVIEW SESSIONS** for issue and enhancement implementations
- **DOCUMENTATION** and execution of performance improvements



“ For our business, we need things to move as quickly as possible. Working with OpenSymmetry, we are consistently able to make system improvements to knock off time for different processes in our SPM system.

- David Fish  
Project Accountant, SCC

### ABOUT SCC

SCC unleashes the potentials of IT for global businesses, as one of Europe's largest independent IT groups. Operating out of 65+ locations in the UK, France, Romania, Spain and Vietnam, SCC delivers limitless IT solutions in partnership with the world's best technology vendors.

They provide multi-award-winning data centre modernisation services, networks and communications, workplace productivity, business process outsourcing, security and innovation solutions to customers in a broad range of public and private industry sectors.

They're trusted to discover, design, supply, migrate, manage and optimise IT that supports European economies through enduring partnership, driven by curiosity and inspired by innovation.

[www.scc.com](http://www.scc.com)



Meeting with SCC one to two times a week, the OpenSymmetry Managed Services team would work with SCC to develop additional wins in the system to improve it and find time savings in different areas, making small changes that would accumulate to large gains in the system as a whole.

OpenSymmetry Managed Services provided a designated core team of experts that had a deep knowledge of the company's sales compensation history, pay calculation timeline and process, business model, and sales culture. This meant giving tailored solutions that took the nuances of SCC's business into account, as well as knowing what kind of process improvements to look for.

### THE RESULTS

SCC and OpenSymmetry have been in partnership for over four years, and SCC has seen the following improvements from the Managed Services relationship:



**Increased self sufficiency** on the SPM system



**Improved SPM dashboard** for timely information



**Reduced processing time** despite increased data volume

On the horizon, SCC will deploy a data purge to streamline its system and further reduce processing time and the need to make manual adjustments while working to exploit the new v10 functionality.

To learn more about OpenSymmetry Managed Services, please visit <https://www.opensymmetry.com/services/manage>

### ABOUT opensymmetry

OpenSymmetry is a global consulting company that specializes in the planning, implementation, and optimization 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.