

NICE Incentive Compensation Management (Merced)



Incentive Compensation for Sales Forces and Service Organizations

NICE Incentive Compensation Management automates the process of commission, bonus, and incentive administration in support of any type of variable pay strategy, offering organizations calculation accuracy, reduced administrative costs, minimized compensation overspend, insight into effectiveness of variable pay spend, improved sales force motivation, and subsequently, customer and employee retention. NICE Incentive Compensation Management increases accountability while establishing a culture of continuous improvement.

Why Deploy an Incentive Compensation System?

Most companies use spreadsheets and homegrown tools for variable pay. As a result, Gartner estimates that organizations overpay incentives by approximately 5-12% annually. Additionally, incentive administration can cost up to \$2,000 per payee each year. Finally, it is estimated that reps spend about 5% of their time shadow accounting, or checking their own numbers against official compensation reports, resulting in a significant time loss in selling or servicing customers. Implementing an ICM solution can reduce errors significantly, in many cases by up to 90%, decrease administrative costs, and meaningfully increase the amount of time reps spend selling. Importantly, an expert ICM solution can offer companies a significant uplift in overall sales, and reduce unwanted representative attrition.

An End-to-End Solution

NICE Incentive Compensation Management (NICE ICM) is a comprehensive solution that provides the end-to-end ability to create, manage and distribute all aspects of an incentives program. Built from the ground up to meet the needs of the largest, most complex organizations, NICE Incentive Management is flexible enough to enable the business to react to constantly changing market conditions and business needs.

NICE ICM'S advanced feature set supports the critical needs of large sales organizations, such as complete date effectivity, credits and adjustments, plan authorization, auditable statements, and dispute management. With built-in reporting, forecasting and analysis capabilities, NICE ICM increases visibility, measurement and control to influence sales behavior and drive business performance across multiple sales channels in some of the world's largest organizations.

With standards-based architecture and extensive configuration options, NICE Incentive Compensation Management can be rapidly deployed, and easily integrated to leverage existing IT investments.

Incentive Compensation Management Delivers:

- Management of complex variable incentive plans
- Individual, group and enterprise level calculation of performance against plans
- Incentive dispute and exception management processing

Business Impact and ROI:

- 14% increase in sales
- 37% decrease in operating expenses
- 11% increase in productivity



Key End-User Features

Easy to use Dataports

Enable business users to load commission event data and manage payees and hierarchy without help from IT. This helps ensure an agile organization.

Single Screen, Excel-like Calculators

Any business user familiar with excel can define plans, allowing for rapid plan development and updates while reducing training and adoption time and cost.

Intelligent adjustments

Users can quickly and easily make post-period adjustments with the help of built in templates for administrating claw-backs, charge-backs and draws.

Built-In Territory and Quota Management

Users can generate reports on previous attainments against targets as well as make comprehensive budgeting plans.

Extensive Automated Workflow Capabilities

Users can define payment disputes, plan approval, payroll integration, and other workflows to reduce manual work, payout errors and provide detailed audit trails.

Flexible Communication of Plan Changes

Administrators and managers are able to communicate plan changes, SPIFs, sales competitions, and regulations quickly and easily.

Integrated Reporting and Analysis

NICE ICM's reporting and analytics solution provides a rich interactive toolset for managers and analysts to understand revenue and cost drivers of their variable pay strategies.

Payee Modeling

Payees can directly access models to see how their individual compensation will change based on different actions taken.

On-Demand or On-Premise Deployment

NICE ICM's single code base can be delivered on-demand or deployed on premise at the customer's discretion.

Architecture & Administration

NICE Incentive Compensation Management is a 100% web-based, n-tier application, proven to support tens of thousands of users. With simple web-based administration tools, the application is quick to deploy and easy to maintain. The application's open standards-based architecture meets the demands of even the largest enterprises and supports all major databases and platforms – ensuring the lowest total cost of ownership.

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