



Case Study: Self-Service Payout Calculator for Sales Representatives

Company Overview

www.chamberlaingroup.com

The Chamberlain Group, headquartered in Oak Brook, Illinois, is a leading manufacturer of residential and commercial access solutions. The company is renowned for its garage door openers, which are widely used in homes and businesses around the world. Chamberlain's product line includes a variety of garage door opener models equipped with innovative features such as smartphone connectivity, allowing users to control and monitor their garage doors remotely.

CHAMBERLAIN GROUP



Project Goals and Overview

The Chamberlain Sales Incentive Plan (SIP) application in SAP Analytics Cloud is an application in SAP Analytics Cloud accessible by the company's sales representatives 24/7 to understand their progress toward sales targets and other sales related KPI's.

When a sales representative evaluates their progress toward targets, the next logical question is how this affects my pay. The current process and pain point is for the sales representative to contact the central Sales Finance support and request an estimate template, which is provided to them in Excel.

The goal of the project is to make this manual process more self-service for the sales representatives and removing the effort from the Sales Finance staff. Since most all information to perform the calculations are already in the SIP application, it was a logical next step to bring this online.

Project Scope

The following was included in the business process scope of the implementation:

- Create user-friendly interface for the sales representatives to navigate
- Display data necessary to provide transparency of the calculation for sales representative
- Allow the sales representative to interact with the calculator to perform what-if scenarios to motivate their activities
- Provide additional space for the Sales Finance team to communicate progress on any current SPIF programs

Project Challenges

It is one thing to collect data from source systems and perform calculations to arrive at a desired result. It is another to be able to display the intermediate steps along the way to allow the user to follow that process in a clear manner.

To solve this, the client and SimpleFi Teams worked closely together to map out the calculations in a clear manner, and then work toward ensuring the intermediate results were captured to allow for presentation to the end users.



Project Wins

- Transparency into previously offline processes
- New capabilities for end-users that encourage bringing offline processes online
- A self-service tool for sales representatives to access 24/7 to determine payout estimates
- A new means for sales representatives to perform what-if analysis for their sales activities



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