Create Incentive Compensation Value with Customertimes & Salesforce Spif

Customertimes is a global IT consultancy that specializes in digital transformation, full-cycle product development, and systems integrations. We have more than 10 years of experience working around incentive compensation management (ICM).

We work in the following verticals:

- Healthcare & Life Sciences
- Manufacturing
- Software
- Banking & Financial Services
- Consumer Packaged Goods

We have already been collaborating with Spiff, prior to the Salesforce acquisition, as a natural extension of our sales performance management (SPM) practice that had been focused extensively on Xactly.

Discover more

Key Scoping Areas Overview
Main Functional Components:

Core ICM

- Master Data & Reference Data
- Calculation Cycles
- Doc Management, Other Workflows
- Relationships & Assignments
- Reports & Exports
- Metrics
- Plan & Pay Workflows
- Pay Instructions
- Eligibility, Allocation & Crediting
- Inquiries & Disputes

SPM / Add-On

- Process Mapping / Reengineering
- Analytics, Modeling, and Roles
- Training & Enablement
- Data Management
- Operations
- Change Management and Compliance
- Strategic Planning

ICM Scoping

Detailed Scoping Areas (At-a-Glance)
Most ICM discovery can be slotted into the following scoping and functional topics.

Master Data (Incl. Hierarchies)	Reference Data	Rels (Incl. Hierarchies)	Metrics	Eligibility	Allocation / Crediting	Calculation Cycle	Pay Instructions	Plan & Pay Cycle Workflow	Inquiries / Disputes	Other Workflow / Documents	Reports / Data Exports	Non-functional / admin	Strategic / add-ons
BU & Channe	Sales Roles	Teams	Pay Curves	HR Events (PTOs, Hire)	Event Allocation	Inbound Master data cycle	Prior Balance / Debt	Plan Changes	Inquiry Entry	Quota assignments	Transaction / Credit Detail	SSO	Data Integration
Payees (int., ext.)	Customer Events	Territories	Per Event	Special Life-cycle Events (PLCM)	Quota Allocation		Accruals	Inquiry assignment	Territory & Plan assignments	Pay Details	Locales	Data Conversion
Products	Calendars, Datetime	Payee > Territory	Lookups (rates, tiers, margins)		External Credit Allocation	Inbound customer event cycle	Waivers / Write-Offs	Pay Instruction Approvals	Inquiry escalation	Unique (MBO, Spiff)	Special Payee Report (Estimator, Pay, Contests)	Branding	Territory Model & Planning
Accounts / Customers	Languages	Payee > Sales role	MBO's	Special event Eligibility (MBO, Contest)	Direct Crediting	Chargebacks	Guarantee, Draw, Holds	Off-cycle pay approvals	Status Tracking	eSignatures		Audit Trail	Quota Model & Planning
Locations	Currencies	Quotas > Territories, role, Payee	SPIFF's		Team Crediting	Special Data (MBO's SPIFF's, Contests)	Overrides / Adjustments	Freezing / Locking	Adjustment / override (Admin, team leads)	Conditional Escalations	Pay Detail Exports (Payroll, AP, Externals)	Data Retention	Sales Role definition
Other Master Data		Unique Relationship	What-ifs / estimator	Master Data & Relationship changes	Overlays / Indirect crediting	Retro Processing	Tax / GL Process		Adjustment Approval	Retention	Specialized Reporting (Expense, Accounting)	Processing Window	Incentive modeling
Integrations HP, AP, CRM, ERP Data syncs, etc.		Integrations CRM, Planning Data Syncs, etc.	Unique Metrics (Bonus, contests)	External Payee Changes	Splits	Unique Eligibility (PLCM)	Non-Monetary (e.g. Stack rating)		Audit Trail	Regulatory / Compliance	Payee view via API	Advanced Analytics
			TTC / OTE aspect		Prorations					Executive Reporting	Web & Mobile	Training & Enablement
										Advanced Analytics	Accessibility	Ongoing Operations
											Hypercare	Enhancement & Release mgt
											Proxy mgt.	Change mgt.
												Business Process Re-engineering

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Leveraging our existing Managed Services Team

For customers with a substantial gap between internal resources and unmet needs

Customer Need

Compensation Plan Complexity

Time Commitment Technical Gap

Admin persona (or lack thereof)

Standard Arrangements

Contracted allotment of hours over period of time

(60 hours / month for 12 months)

Delineation of tasks and access not covered under

Typical Examples of Requests

User Management

Calculation reconciliation and troubleshooting

Adjustments to compensation plan calculations

Report creation and distribution the agreement.

Have a question? Contact us for more information

Quick start

$10k

Create and manage several types of simple commission plans
- 3 plans
- 7 unique components
- 1 data sources
- 5 custom reports

Team of 1-2 consultants

Up to 4 weeks

Quick start +

$15k

Create and manage several types of simple commission plans
- 5 plans
- 10 unique components
- 2 data sources
- Simple data relationships
- 5 custom reports and dashboards

Team of 1-2 consultants

6 weeks

Standard

$20-35k

Implementation of the whole payment process
- Up to 10 plans
- Up to 20 unique components;
- 3 data sources
- Simple data relationships
- 10 custom reports and dashboards

Team of 1-2 consultants

6 – 8 weeks

Advanced

$40-75k

Multiple types of complex commission plans. SMB +
- + 20 unique components
- Complex data logic
- Commission estimations

Team of 2-5 consultants

8 – 12 weeks

Enterprise

Highly customized solution with complex logic, commission estimations, commission expense accounting

Dedicated PM
Dedicated BA

Team of 5+ consultants

16+ weeks