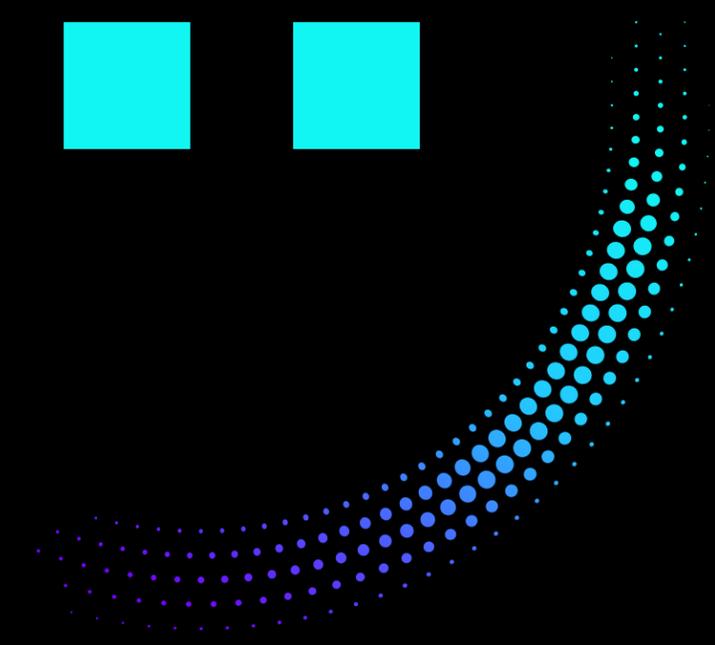


NICE SALES PERFORMANCE MANAGEMENT (SPM)

About NICE

NICE (Nasdaq: NICE) is the world's leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions.



SOLUTION OVERVIEW

Compensation administrators, particularly in large enterprises, typically struggle to manage complex processes and sales data integrations. As a result, they often find themselves both heavily dependent on their organization's IT team and personally overworked.

NICE Sales Performance Management (SPM) helps compensation administrators and analysts overcome those pain points and efficiently handle even the most difficult workstreams of the sales incentive process.

This addresses three key elements of effective sales compensation at a large enterprise:



■ HANDLING COMPLEXITY

NICE SPM provides the tools and automation for simplifying the management of complex incentive processes and logic, sales crediting, data integrations, payee hierarchies, workflows, reporting and analytics.

■ SCALABILITY AND GROWTH

NICE SPM rapidly processes millions of sales transactions within minutes, supporting business-critical needs and growth. The solution can autonomously determine sales credits, calculate incentive payments and perform retroactive adjustments, as well as support real-time reporting, compensation plan design, multiple currencies and many languages.

■ SELF-SUFFICIENCY

With NICE SPM, compensation administrators can independently perform all tasks and manage changes without the need for IT, coding or professional services. From plan design, through sales credit troubleshooting, to customizing reports and analytical dashboards, administrators are self-sufficient and have greater control over their system.



MANAGE INCENTIVE COMPENSATION AT SCALE



Manage sales incentives for thousands of payees, no matter the complexity of the organization, with adaptive scalability for handling any volume of data.

Compensation plans

Independently design sophisticated compensation formulas using an Excel-like interface, combining various data sets (such as prior period data, current period data, and any other third-party data). Evaluate plans prior to launching by running 'what-if' comparison testing.

Rapid adjustments

Retroactively recalculate and true-up results based on backdated transactions or changes to compensation plans.

Scalability

Process millions of transactions and crediting rules per minute, enabling faster payment and reports.

Workflow and process automation

Define highly customized processes for approval and acceptance of compensation plans, quotas and objectives, as well as for inquiry and dispute resolution.

Transparency and visibility

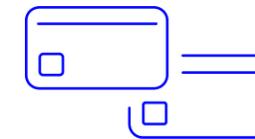
Provide sales reps using mobile devices real-time visibility into their commission statements and compensation dispute statuses, with the ability to launch queries and instantly calculate projected earnings based on productivity, future goals and work assignments.

Data integration

Integrate with enterprise systems using built-in connectors to HR, CRM, ERP and Data Mart systems like Salesforce, SAP, Oracle, DB2, Postgres, MySQL, SQL Server, or any system using JDBC, non-JDBC, flat files, spreadsheets, etc.



AUTOMATE SALES CREDITING



Manage sales crediting for thousands of payees without a single line of code, with full transparency and daily processing of millions of transactions.

Transaction enrichment

Pull data from multiple sources and configure data enrichment rules to update transaction information for crediting.

Visual rule management

Easily view, edit and maintain crediting rules without any coding, and use approval workflows to track and audit changes.

Troubleshooting

Quickly resolve inquiries from sales reps and identify uncredited transactions using a visual diagnostics tool.

TRANSFORM TERRITORY AND QUOTA MANAGEMENT



Build territory and quota definitions and automatically update changes with sales crediting, commission calculations, reporting and payments.

Territory alignment

Create and reassign territories with a visual tool that dramatically simplifies the process of administering complex, dynamic territory definitions.

Territory modeling and adjustments

Create balanced territories by calculating the value of each territory and account. Define highly flexible and multi-dimensional territory rules with an intuitive, powerful user interface.

Quota planning

Model the impact of territory and account changes on quotas and sales compensation forecasts, in real-time, based on historical and projected transaction-level data.

Quota assignment

Centralize collaboration among all levels of the sales organization to speed up the quota assignment process. Provide tools to streamline quota requests and communication.

Quota attainment

Analyze the performance of sales reps, territories and accounts at any level of granularity by comparing sales 'actuals' in real-time against goals and 'what-if' sales data.

MAKE SMARTER DECISIONS WITH ANALYTICAL INSIGHTS



Generate custom reports on issues such as sales crediting, quota attainment, commission plan effectiveness, and non-transactional employee KPIs.

Personalized dashboards

Share sales performance metrics, analysis and relevant information through an interface personalized for compensation analysts, planners, business executives and sales reps. Available via desktop and mobile applications.

What-if analysis and modelling

Enable sales reps and compensation managers to instantly calculate projected earnings based on productivity, goals and work assignments.

Self-service analytics

Enable maximum reporting flexibility with robust ad-hoc capabilities, including intuitive drag-and-drop functionality for deriving further insight from the data, as well as an open database for integrating in-house BI reporting tools

