

Developing Commission Management Systems

AREA OF COMPETENCES: Enterprise Business Solution

INDUSTRY: Telco

CHALLENGE

Our client required the development, implementation and launch into production of a new Commissions Management System for replacing his old system. Our client's old system presented many flaws, due to: storing historical data outside the application, in separate databases that were stored on a server on a monthly basis; all the information required for processing the commissions were imported manually one by one into the application; inconsistent report generation methodology; difficult to split and to track calculation for canceled dealer network or for some canceled point of sales that do not follow the standard closing procedure; manual reconciliation of indirect sales channels claims; printed commission statements set together manually and sent via mail to external customers.

The old system was hard to operate, lot of manual processing involved, thus time and resource consuming and was generating lots of errors.

SOLUTION

The solution for the new Commissions Management System included the following functionalities:



- Storage and maintenance of multiple Sales channels, with their hierarchy; maintenance is done both manually and by import.
- Storage and maintenance of hierarchies over different distribution channels.
- Point in time system by using start and end dates for hierarchies, schemas and evaluation criteria.
- Easy modification of the hierarchies and possibility of creating new ones.
- Possibility to obtain a customized hierarchy by start date, end date and distribution channel, before calculating commissions or reporting, according to business requirements.

- Recording of a variable number of attributes for each sales distribution channel; each of them determines different calculation schemas or values.
- Definition of different calculation schemas for each distribution channel, or for categories of clients within the same distribution channel.
- Support multiple calculation schemas in the same time.
- Support complex algorithms for calculation schemas.
- Support complex interrogations on commissioning database.
- For each schema, definition of a number of evaluation criteria (or business rules), with values depending upon the sales channel and its attributes. Within the schema, each criterion may have a different weight.
- Definition of new criteria, modification and deleting of the existing ones should be made from the system,

- Evaluation criteria may be of different types: target and stretch levels
- Evaluation criteria may be also based on percentage (% from activation, sales volume etc.)
- Calculation algorithms based on quantities achieved, with or without ranges.
- Calculation algorithm based on quality criteria
- Amounts calculated through algorithms may be positive or negative, depending on the criteria and results.
Should be able to track both positive and negative amounts.
- Support one or more eliminatory criteria, that means that if one is not achieved the whole schema are not achieved.
- In other schemas if one criterion is not achieved the bonuses are decreased according to the business rules agreed for that scenario.
- Possibility of defining criteria based on results of other preceding calculations.
- Definition and maintenance of the event database, events with influence in the incentive programs.
Each event may have a number of attributes.
- Event information are imported from other systems of the customer or from files at detail level; the system summarizes the results with respect to the criteria defined.
- The system provides centralized and detailed reports with respect to the commissioning results but not limited to, for entire network and for different levels of details.
- The system also provides graphics and charts.
- The system includes a flexible reporting tool in order to permit the system' user easy configuration and generation of new reports, without development and IT intervention.
- The system allows the possibility to automatically send detailed reports and commission statements by e-mail to internal and external clients.
- The system keeps the history of commissioning. Operational history must be of 3 years.
- Availability of the commissioning results on the Web. External clients have access only to their commissioning related data, while internal management people have access to information with respect to the roles defined in the system.
- Easy customization of the web interface exposed to external clients according to business requirements.
- External clients have the possibility to download the information from the web.
- Ability to simulate the incentive schemas before implementing them.
- Ability to calculate accrual commissions amounts for financial statements.
- Ability to generate estimation of commission and bonuses based on forecast and historical data.
- The system has a detailed and friendly Help system
- Access in the system and to all the entities should be granted through roles.
- Specific users may be assigned to one or more roles.
- Reports sent by e-mail should be encrypted.
- Electronic signature will be used for consolidated and /or detailed reports.

On top of developing the new Commissioning Management System the client requested the implication of the IP Devel team in the integration with existing client' systems. This integration had to be performed in collaboration with client's IT department.

ABOUT OUR CLIENT

The customer is the Romanian market leader in GSM telephony and Internet services. The customer has acquired over 3,000,000 subscribers for its GSM and ISP services. Our customer is in the unique position to offer its business customers integrated communications solutions, from mobile voice and data to fixed data and international fixed access. Our client offers full communications solutions, from voice and data services to mobile Internet through the first mobile portal in Romania.