



High Adoption Rates Drive Compensation Planning Success at Global Technology Provider



Client	Global Technology Provider
Number of employees	300,000+
Industry	Computer systems; software; storage systems and microelectronics; professional solutions, services, and consulting businesses worldwide
Benefits	<ul style="list-style-type: none">• Allocated over \$800M in bonus payments to 30,000+ managers• 99.6 percent of all bonus plans completed in the tool on time• Rave reviews in all geographies on usability• Bonuses paid on time, accurately• Extremely low support call volumes to service centers in all geographies

A top global provider of technology among the leaders in almost every market in which it competes, this organization has more than 300,000 employees located in over 70 countries worldwide.

HR/Business Challenge

Recognizing that a motivated workforce performs better, the company wanted to transition from a compensation culture of entitlement to one that rewards based on merits.

Rather than rewarding employees based on a standardized principle such as years of service, the organization established performance standards tied directly to rewards.

In addition to moving to pay-based incentives, the organization wanted to empower managers with decision support tools that would enable more strategic pay decisions.

“To motivate performance and increase shareholder value, we needed a solution to effectively and systematically recognize the contributions of our top performers across the organization. Recognizing that organizational performance is the result of individual achievements, it was important to equip managers with a decision support tool that would enable better decisions and ensure we were effectively rewarding our workforce.”

Solution

After reviewing offerings from nearly two dozen vendors, the company selected Workscope based on their ability to deliver a global solution that was intuitive, easy-to-use, and would remove complexity from their compensation planning process.

The company selected Workscope Compensation Planner, an enterprise compensation management solution that provides managers with the tools and information they need to pay for performance, and Workscope WorkEvents, a flexible, online solution that enhances the process of making effective decisions, obtaining approvals, implementing changes, and integrating information to keep pace with organizational realignment.

“Having a solution that would be widely adopted and easy to use was a pinnacle for success. We were able to roll out the Workscope solution with very little training. Our goal was to have as many managers as possible using this and we surpassed our expectations.”

Results and Benefits

Because of the intuitive interface of the solution, adoption throughout the organization has been widespread with 99.6 percent of the organization's 30,000+ managers using the application. Since implementing, over \$800 million in bonuses have been issued accurately and on time.

Input from various business units enabled the company to tailor the solution for each region, further spurring organization-wide adoption. Rather than pushing a US-centric approach, the planning model took international currency conversion into consideration, and the solution was made available to managers in their local language.

"Having a global solution delivered consistency in our process and enabled us to effectively communicate our pay-for-performance philosophy. Individuals understand if they meet individual and corporate goals, they can achieve incentive payouts recognizing their role in helping the company to succeed."

"We chose Workscope based on their comprehensive subject scope and the solution's depth and breadth of functionality. Our managers now have an easy-to-use application that provides real-time insight into multiple compensation elements and accurately allocates pay incentives."

In addition to delivering consistency in process, other benefits include:

- Intuitive interface is easy to navigate and requires little to no training, therefore encouraging high adoption rates
- Decision-making is enhanced through increased visibility into multiple compensation elements
- Offers a single, online resource for completing the entire allocation process on time, on budget and on strategy
- Supports multi-currency and multi-lingual requirements
- Provides powerful reporting and analytic capabilities to deliver pay trend information to HR, managers and executives in real time

By implementing Workscope Compensation Planner and Workscope WorkEvents, the company has been able to drive a common compensation practice across their global organization and empower managers with a powerful decision support tool. By having a solution that enables managers to make better decisions, the company will ultimately experience better performance and thereby drive and increase shareholder value.