Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

NICE SALES PERFORMANCE MANAGEMENT (SPM)

From Planning to Execution

NICE

SOLUTION
OVERVIEW

NICE Sales Performance Management (SPM) delivers integrated solutions to manage compensation, territories, quotas and forecasting. At large sales organizations, and across industries, the NICE SPMTM platform enables real-time visibility into sales performance, improves payment accuracy and agility, reduces operational costs, and accelerates planning. That's why market leaders such as Coca Cola, Royal Bank of Canada (RBC), and Subaru have chosen NICE SPM to optimize their sales performance processes.
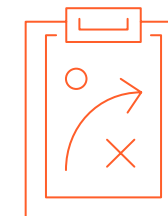
KEY REASONS TO
CHOOSE NICE SPM

Transform your SPM operations with the solution chosen by industry-leading sales organizations.

ENTERPRISE-CLASS SPM

The best-in-class calculation engine handles complex incentive compensation plans, the largest data volumes, unique business rules, and diverse organizational structures and hierarchies.

PLANNING TO EXECUTION

The purpose-built unitary solution manages the end-to-end SPM cycle, from territory and quota planning, to incentive compensation management, to reporting and analytics.
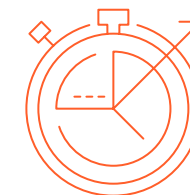
SPEED AND AGILITY

Unmatched system performance and scalability delivers real-time reporting to managers and sales representatives in the field, including 'in-cycle' forecasting of incentive compensation.
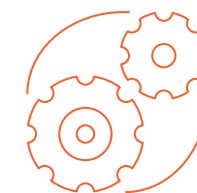
PROCESS AUTOMATION

Sophisticated automation streamlines otherwise time-consuming processes such as plan distribution and approval, and quota and dispute management.
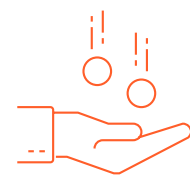
Incentive Compensation Management

Automate the most complex ICM requirements with NICE SPM's leading in-memory calculation engine.

USER-DEFINED COMPENSATION PLANS
Manage and automate highly unique and user-defined sales incentive compensations plans, including complex crediting rules, payee hierarchies, and exception handling of 'one-offs'.

RAPID COMPLEX CALCULATIONS
Harness the power of scalable-grid computing and intelligent re-calculation to calculate millions of transactions per minute, enabling faster payment cycles and real-time transaction-level visibility among payees.

REAL-TIME ADJUSTMENTS
Rapidly retroactively recalculate and true-up results based on backdated transactions or changes to compensation plans.

EFFICIENT COLLABORATION
Streamline plan distribution, plan and quota approvals, dispute management, and any customer-specific business process with customizable templates.

PLANNING TO EXECUTION
Automatically translate territory and quota data into crediting rules and compensation plan updates, eliminating resource intensive and error-prone change processes.

Territory Planning & Management

Align sales team resources and activities with corporate objectives by leveraging flexible, visual tools.

TERRITORY PLANNING
Empower executives, business analysts and administrators with a common user-interface (and role-based permissions) for territory planning and real-time 'what-if' analysis.

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

IN-CYCLE ADJUSTMENTS
Make quick in-cycle changes to territory definitions at any time, including effective-dated adjustments to account for sales team changes, new market conditions, etc.

AUTOMATIC CREDITING
Increase accuracy and speed of SPM execution by auto-updating crediting rules from territory definitions, ensuring up-to-date compensation plans and error-free payments.
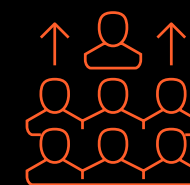
Salesforce Empowerment

Drive quota attainment with real-time and mobile views of performance and compensation.

MOBILE ACCESS
Provide sales reps with real-time visibility into their compensation and commission statements, down to the transaction level.

INQUIRIES & DISPUTE HANDLING
Allow sales reps to launch inquiries directly from within statements and view compensation dispute status.

WHAT-IF ANALYSIS
Enable sales reps and compensation managers to instantly calculate projected earnings based on productivity, future goals and work assignments.

Quota Planning & Management

Maximize your salesforce potential by optimizing plans with a data-centric and collaborative approach.

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 between 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/or 'what-if' sales data.

ICM PRE-INTEGRATION
Ensure quick SPM planning-to-execution by automatically including the latest ICM data in quota planning, and by auto-updating compensation plans with the latest quota data.

Reporting & Analytics

Gain insight into sales performance, with reports optimized for any level of the organization.

PERSONALIZED DASHBOARDS
Share sales performance metrics, relevant information and analysis through an interface personalized for compensation analysts, planners, business executives and sales reps.

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.

HOLISTIC PERFORMANCE ANALYTICS
Deliver comprehensive reporting, including real-time quota attainment, commission plan effectiveness, and non-transactional employee KPIs—all of which integrates with NICE SPM's add-on employee coaching module.

COMPREHENSIVE SPM CAPABILITIES:
PLANNING TO EXECUTION

Quota Planning & Management · Territory Planning & Management · Incentive Compensation Management · Reporting & Analytics · Salesforce Empowerment

NICE
Sales Performance Management