NICE

NICE INCENTIVE COMPENSATION MANAGEMENT

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DRIVE SUCCESS WITH NICE INCENTIVE COMPENSATION MANAGEMENT

SOLUTION INTRODUCTION

The NICE Incentive Compensation Management (ICM) solution aligns the entire organization around data and goals, so your people can focus on execution. It does this by simplifying the creation and management of compensation programs. Embedded workflows streamline action—sending alerts, adjusting plans, and resolving disputes. NICE ICM offers the agility to reflect current plans and priorities because it can be managed by business users—without dependency on internal IT for changes and modifications. **That's why many of the world's largest and most complex sales organizations trust NICE ICM to drive** alignment **and** action **around compensation.**

WHY DEPLOY AN INCENTIVE COMPENSATION SOLUTION?

Most companies use spreadsheets and homegrown tools to manage variable pay; but these solutions can be inefficient and deceptively high cost. Gartner estimates that organizations overpay incentives by 5% to 12% per year. Individual sales reps spend up to 5% of their (potentially productive) time cross-checking their performance numbers against official compensation reports. As you can imagine, any audit of a spreadsheet-based compensation program is an incredible pain point.

Implementing NICE ICM reduces payment errors, decreases administration time and cost, and removes audit anxiety. The solution's emphasis on alignment and action reduces payment errors, decreases administration time and cost, and increases sales.

NICE INCENTIVE COMPENSATION MANAGEMENT VALUE

NICE ICM consistently transforms cultures by delivering value across three dimensions:

ALINGMENT	ACTION	ADMINISTRATION
NICE ICM connects your plans and processes to broader business priorities - so your enterprise is collectively focused on the right opportunities.	NICE ICM includes workflows that make it easy to resolve disputes, track performance, and engage employees—driving constant, consistent action.	NICE ICM is built for business users. Input data in familiar formats, and receive clear reporting as output. Model and apply changes while avoiding the internal IT queue.

On the following pages, we will share some of the most used and valued features of NICE ICM as they relate to these three areas of value.

ALIGNMENT

NICE ICM aligns the entire organization around a common set of compensation data and goals, with the power to focus people on the behaviors that drive revenue and delight customers. Every ICM solution needs to handle the fundamentals—payment accuracy and auditing—and NICE ICM does so seamlessly. This allows you to focus on your business instead of on your software. NICE ICM is trusted by executives for decision-making, and trusted by end users, so the entire organization has total alignment.

Precision Payments

Process payments only when credit is earned. Cut out the 5% to 12% overpayment that is so pervasive within sales organizations. Limit exceptions.

Agile Incentive Development

Create and communicate a plan change, SPIF or other incentive with speed, rather than take dependencies on internal IT for changes.

Complex Crediting

Make sure the right (multiple) parties get credit for every deal. Reduce disputes and overrides with configurable rules and policies.

Audit Logs

Enjoy the confidence of total compliance. NICE ICM compiles complete audit logs of all payments and plan changes. If an audit is required, you are ready.
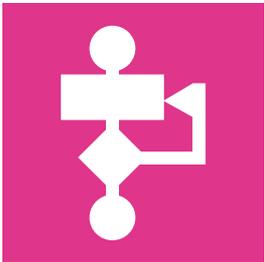
ACTION

There is a large difference between a passive compensation spreadsheet and a solution that guides your people through complex processes and activities. The NICE ICM solution has embedded workflows that make it easier to resolve disputes, adjust plans, and focus the frontline on key behaviors. NICE ICM drives action and action drives business impact.

Excel-Like Calculators

Every business user familiar with Excel is ready to use NICE ICM. Use Excel-like features to define and deploy plans or updates without IT support.

Configurable Workflow Capabilities

Define the process for payment disputes, plan approvals, payroll integration and other workflows. Replace manual work and errors with clear audit trails and consistent processes.

Intelligent Recalculation

When plans change, recalculate only the portions that changed (not the entire plan) to save time and resources.

Gamification

Discover a new way to recognize and reward great performance—apply game mechanics to workplace activities. Convert the contests and events you run on whiteboards and email into digital currency and badges.

ADMINISTRATION

Many ICM solutions demo like a dream. Once implemented, every change requires IT support. IT queues can be long; it can be tedious to wait when an immediate plan change is necessary. So, NICE ICM puts control in the hands of the business user. Users can feed data from familiar formats into NICE ICM with ease and reporting output is intuitive and readily manipulated. With no dependencies on IT, compensation programs can be quickly managed and constantly connected to company priorities.

Easy-to-use Dataports

Business users can load compensation event data from source systems without formatting the data or requiring help from the IT department.

Integrated Analytics and Reporting

NICE ICM offers the most configurable reporting in the market. It offers a rich, interactive toolset that allows business users to understand revenue and cost drivers, model plan changes, and optimize compensation.

Solution Integration

NICE ICM can be integrated with NICE's market-leading Performance Management and Workforce Management solutions in a single portal. End users can access their schedule and connect their performance and pay from within a single solution.

Cloud or On-Premise Deployment

NICE allows customers to deploy ICM on-premise, hosted or via SaaS—according to your environment and business needs.

CUSTOMER SATISFACTION

NICE ICM aligns your people around common compensation data and goals and then drives constant frontline action. The value of the technology is amplified by NICE's emphasis on delivery. This is consistently reinforced by third party analysts, where year-after-year NICE is ranked highest on its ability to execute and on customer satisfaction.

We will partner to build a culture of sales focus and excellence, so you can deliver better results with a great customer experience.

ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE's solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

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