



**WACKER
NEUSON**
all it takes!



OpenSymmetry helped us to evaluate our ICM program in a new light. Their technical and business expertise allowed us to understand the details of how changes would impact our system and processes. This enabled us to implement changes that would have the biggest impact on our business.

– Wacker Neuson



By outsourcing ICM operations, Wacker Neuson can now **focus on high priority business initiatives.**

OS EDGE, OpenSymmetry's configurable managed services offering, provides the level of support a company needs to ensure that **ICM operations are easily manageable, efficient, and continually optimized** to support the organization's growth and changing needs. OS EDGE gives our customers the confidence to **deploy and maintain a best-in-class incentive compensation solution.**

HOW WACKER NEUSON ACHIEVED FREEDOM TO FOCUS ON BUSINESS DRIVERS, NOT ICM MANAGEMENT

OUTSOURCING THE MANAGEMENT OF INCENTIVE COMPENSATION

Partnering with OpenSymmetry's OS EDGE team to operate their ICM program empowered Wacker Neuson to focus on high priority organizational initiatives while having complete confidence that they have a best-in-class and cost-effective Incentive Compensation Management (ICM) solution.

CHALLENGE

Wacker Neuson, a manufacturing company, once had all of its ICM hanging on a single thread – a sales compensation administrator who possessed all of the system knowledge – which posed a high risk. Additionally, Wacker Neuson wanted to improve their ICM solution and put much-needed operational documentation in place.

SOLUTION

Wacker Neuson outsourced the daily operation of their ICM program to OpenSymmetry's OS EDGE team. This team developed Standard Operating Procedures and took over management of Wacker Neuson's incentive compensation reporting, processing, incident management, and quarterly business reviews. This freed Wacker Neuson to focus resources on impactful business drivers.

RESULT

By inviting OpenSymmetry (OS) to assess, improve, and own their ICM program, Wacker Neuson saw improvements in six key areas:

- 1 **Process Efficiencies:** OS eliminated unnecessary manual processes and streamlined the process of managing ICM passwords outside of the system.
- 2 **System Efficiencies:** OS helped to reduce IT dependencies so that small plan changes can be made quickly and easily.
- 3 **Data Integrity:** OS increased the accuracy of customer and transaction data that is loaded and made recommendations to automate data imports.
- 4 **Reporting and Communication:** OS improved real-time reporting to drive better informed and more timely decisions, and facilitated a streamlined communication process for faster, easier commissions processing and approvals.
- 5 **Program Management:** OS identified additional resources and established a comprehensive documentation process so that there is no longer a single point of failure.
- 6 **Cost Efficiencies:** OS outlined best practices for managing exceptions, making the ICM program more efficient and decreasing program management costs.

To read the full case study, please go to bit.ly/3DgK8WN

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