



Dynamo Phase II

Partner Management Stream

ICM / Commissioning Kick-Off

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Kick-off Information to the Project Team
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Agenda

- 1 Achievements
- 2 Next Steps
- 3 Objectives
- 4 Direction to go for
- 5 Commission Plans Roadmap
- 6 Team

ACHIEVEMENTS

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OBJECTIVES

DIRECTION
TO GO FOR

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Achievements

- Business requirements listed
- First high level overview of commissioning activities acquired
- Selection process terminated in a very fast period
- IBM Varicent as ICM solution provider selected

THANK YOU!



Next Steps

- Confirm project plan asap
- **Next Milestone:** Complete the **detail design until end of Jan'13**
 - Fix the scope
 - Future commission plans → launch date tbc
 - Future services & activities per team clarified
 - Workflows defined
 - Interface & integration aspects clarified
 - Overview of the change & the impacts towards the end users



Objectives

TYPE	OBJECTIVES
Financial	<ul style="list-style-type: none"> ▪ Remain within the project budget ▪ Focus on key benefit areas delivering most value ▪ Fulfill the business case expectations
Time & Implementation Approach	<ul style="list-style-type: none"> ▪ Stay aligned with Dynamo 2 Planning as far as necessary, go-Live date must match with Dynamo 2 launch date ▪ Apply best practice & OOTB setup ▪ TCS to actively participate as much as possible in the configuration as it would be done after the Go Live date (build & test new commission plans)
Quality	<ul style="list-style-type: none"> ▪ Automated flows with no mistakes ▪ Transparent and user friendly view for Manager & Users (online report, dashboard and statement) ▪ Strongly reduced number of inquiries/complaints from the partners ▪ Self-Sufficiency: Partner Mgmt Admin to be able to create independently commission plans without requiring ext. or int. IT support

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Current situation & future ambition

DOMAIN	CURRENT	FUTURE
1 Model Design & Calculation Marc I	<ul style="list-style-type: none"> Manual, basic model based on reports due to high resource impact Limitation to create incentives to respond to market events No workflows supporting the decision process 	<ul style="list-style-type: none"> Automated & sales motivating models based on sales transactions Agile & flexible setup of new models to respond to market needs Workflows supporting the approval & decision making process
1 Payment Francoise M	<ul style="list-style-type: none"> The time to pay commissions is long No simple view of payment status 	<ul style="list-style-type: none"> Automated payments on both directions Ability to trace payments, clear identification Reduce the payment exchange frequency for low perform. partners
2 Reporting, Analytics & Statement Marc I	<ul style="list-style-type: none"> Hard to generate detailed reports No sales quota view Basic commission statements leading to partner inquiries No analytics tool 	<ul style="list-style-type: none"> Clear overview for partners, their sales reps and their managers Exceptions report showing where to pay attention Analytics view allowing to increase the commissioning efficiency
3 Support, Control/Monitor Barbara B	<ul style="list-style-type: none"> High number of partner inquiries High effort through different teams Difficult to provide a fast response Control mechanism consuming a high workload 	<ul style="list-style-type: none"> Fast support response time Minimum number of partner inquiries Control mechanism to spot critical fraud cases

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Interfacing & Integration

DOMAIN	CURRENT	FUTURE
<p>1</p> <p>SF Integration & Data Interface</p> <p>Guillaume M (CG)</p>	<ul style="list-style-type: none"> No live system --> the sales process will be live as of June'13 Limited parameters that can be used for commissioning plans 	<ul style="list-style-type: none"> Key interface inputs are available Desired commissioning plans can be setup independently The front end can be accessed through PRM, CRM and a separate online version
<p>1</p> <p>SAP Interface</p> <p>TBC</p>	<ul style="list-style-type: none"> Different flows to pay partners Different views depending on partner type Manual transactions based on report inputs 	<ul style="list-style-type: none"> Automated payments Ability to trace payments Payment item containing full information (eg as attachment) SAP & Varicent data are matched

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Provisionstabelle

Provisionstabelle für Vermittler/Partner gültig ab Juli 2011

Produktfamilie	Produktkategorie	Produktcode		Jahresprämie	TYP XA	TYP XB	TYP XC	TYP KU
					Kontaktstelen	Part. Extern.	Part. Intern.	Kuoni
Mitgliedschaft	Mitgliedschaft	SOC.MOT	1011-Sa00x					
	Mitgliedschaft nach Sektion	SOC.MOT	1012-Sa00x					
	Mitgliedschaft Nicht-Motorisiert	SOC.NOT	1013-SN00x					
	Velofahrer	SOCVELO	1210-SC00x					
	Camping	SOC.CAMPING	1410S-Z000					
	Partnerkarte	SOCCARTEP	1530-SCTPX					
	Jugendkarte	SOCCARTEJ	1540-SCTJX					
	CoolDown	SOC.JMOT	1320-JM00x					
	Juniormitgliedschaft	SOC.JUNI	1310S-J00x					
Assista Verkehr	Familie	C05	4150-C05F					
	Fam No-Memb	C05	4151-C05FN					
	Einzel	C05	4160-C05I					
	Einzel No-Memb	C05	4161-C05IN					
	CoolDown	C05	4170-C05J					
Assista Privat	Familie	P05	4280-P11F					
	Fam No-Memb	P05	4251-P05FN					
	Einzel	P05	4200-P11I					
	Einzel No-Memb	P05	4261-P05IN					
Assista Immobilien	Member	I11	4320-I11					
	No-Member	I11	4321-I11N					
Assista Betrieb	1-3 Beschäftigte	KMU06	4661-E06C1					
	4-6 Beschäftigte	KMU06	4662-E06C2					
	7-10 Beschäftigte	KMU06	4663-E06C3					
	11-15 Beschäftigte	KMU06	4664-E06C4					
	16-20 Beschäftigte	KMU06	4665-E06C5					
ETI	ETI Europa Familie	ETHA	2115-EUF08					
	ETI Europa Einzel	ETHA	2116-EUI08					
	Erw. Welt Familie	ETHA	2215-XMF08					
	Erw. Welt Einzel	ETHA	2216-XMI08					
	Hellungsk. Europa	ETHA	2315-FGE07					
	Hellungsk. Auss. Europa	ETHA	2316-FGM08					
	ETI Europa Familie Non-Mot.	ETINMOT	2415-EUF08					
	ETI Europa Einzel Non-Mot.	ETINMOT	2416-EUI08					
	Erw. Welt Familie Non-Mot.	ETINMOT	2515-XMF08					
	Erw. Welt Einzel Non-Mot.	ETINMOT	2516-XMI08					
	Hellungsk. Europa Non-Mot.	ETINMOT	2335-FGE07					
	Hellungsk. Auss. Europa Non-Mot.	ETINMOT	2336-FGM08					
	Card Assistance	CARD-ASS	2900-CARD					
Firmenkarte	Jährliche Grundtaxe	ENTREPRISE	1610-ENTTB					
	Strassenhilfe CH	ENTREPRISE	1620-ENSRS					
	Strassenhilfe Europa	ENTREPRISE	1630-ENSRE					
	Rechtsschutz CH	ENTREPRISE	1641-ENPJS					
	Rechtsschutz Europa	ENTREPRISE	1642-ENPJE					

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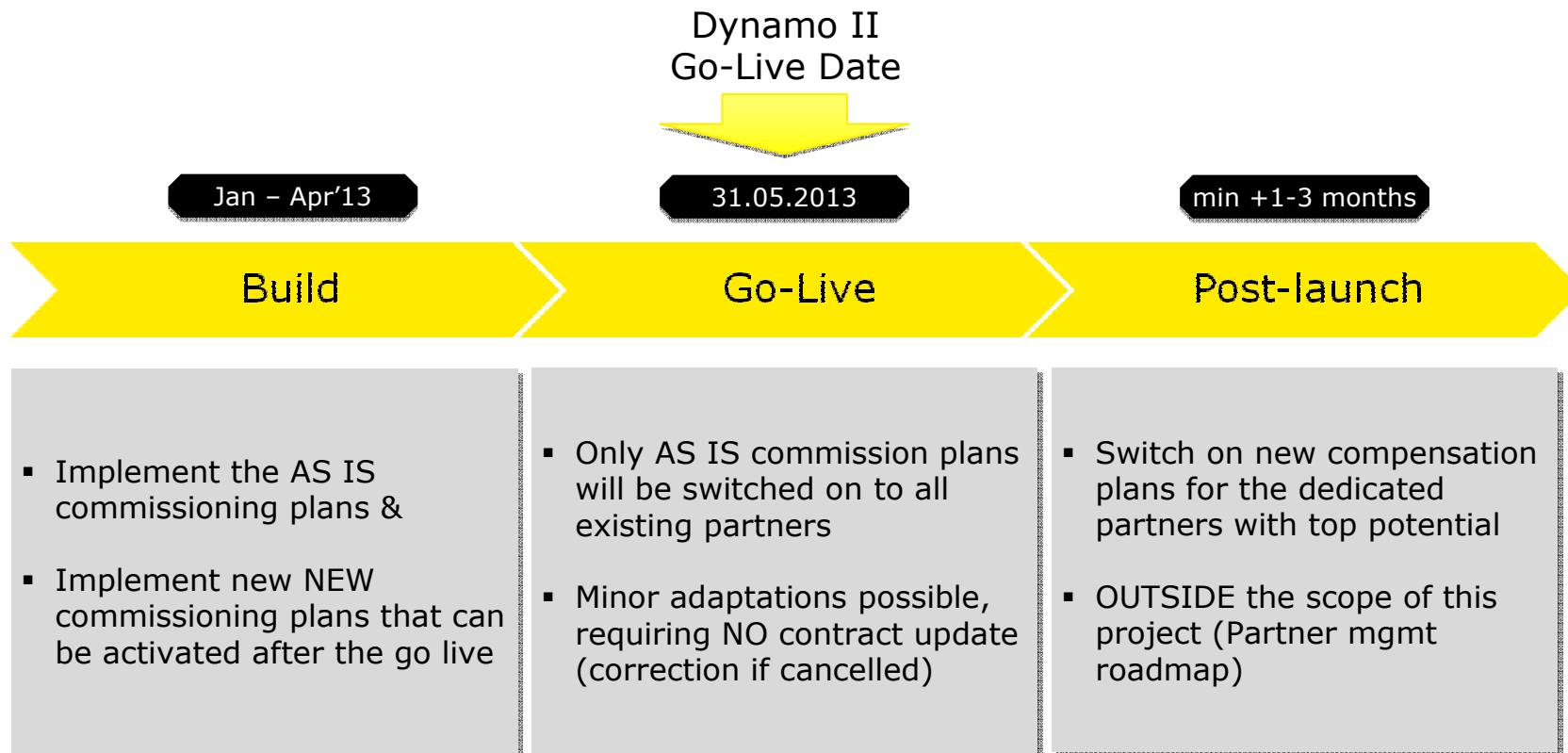
COMMISSION PLAN ROADMAP

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Commission Plans Roadmap – for the GO-LIVE there will be no compensation changes towards the partners



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Team

Company	Domain	Name	Role
IBM Varicent	Project Mgmt	Ian Torres	Project Director
	Project Mgmt	Seybel Chenevoy	Business Consultant
	Sales	Gaston Russi	Sales Manager
Cap Gemini France	Project Mgmt	Jerome	Dynamo 2 - Cap Gemini PM
	Finance Stream	Guillaume	Dynamo 2 - Cap Gemini Commission SPOC
Cap Gemini CH	Implementation	Robert	Implementation Consultant
	Implementation	Thomas	Implementation Consultant
TCS	Marketing & Sales, Partner Mgmt	Valerie	Project Sponsor
		Markus	Business Responsible
		Nathanael	PM Dynamo2 Partner Stream / Partner Mgmt Admin
		Marc	Sales & Partner Mgmt Business Consultant
	Backoffice CIC	Umut	PM Dynamo2 Partner Stream & Commission
		Barbara	Responsible Backoffice CIC
	Backoffice Emmen	Daniel	Backoffice Expert
		Andrea	Patrouille Administration
	Finance	Francoise	Payment Flow
	IT	Jean-Daniel	Business Consultant (Process Design)
		Claude	Business Analyst (Build/Testing)
Chantal		IT Program Manager	
TBC		SAP Expert	

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