

Dornier MedTech saves time and boosts sales with IncentViz for Commission Management

Dornier MedTech America, a subsidiary of Dornier MedTech, a German company, is a medical device company launching several pioneering technologies and revolutionary therapies in the field of urology. The US company uses IncentViz, from Single Source Systems, to help them manage their sales commission program.

IncentViz plays a valuable role in simplifying and speeding the process of calculating commissions due to the sales force, according to Alex Evans, Senior Finance Manager.

Before Dornier implemented IncentViz, the finance team required three days, (24 hours), to calculate the monthly commissions due for the 11 sales reps. It was a very manual process, tedious and time consuming.

“We would pull down the information from the general ledger then we had a series of spreadsheets that we would copy the information into to get it down to the level that we needed to calculate the figures to submit to payroll,” says Alex. That changed with IncentViz.

60% reduction in time required

Today, Dornier has 25 sales reps, and the process takes approximately one-third of the original time, or a 60% reduction in time required. Each month, Alex runs a report, and the CFO and VP of Sales sign off. The totals are sent to payroll. Salespeople can see their process in real-time throughout the month. The entire process is simple.

In addition to the convenience, Dornier has utilized a step-up commission structure, paying a higher percentage when a salesperson reaches their quarterly milestones. Then, the goals reset – enabling the management team to drive the desired behavior needed to meet sales objectives. Dornier also uses the bonus payment feature which allows them to drive sales behavior for specific product lines and referral business. IncentViz manages it all.

“...utilizing IncentViz as a resource to drive specific behavior, we've had increases in sales of 20% year-over-year.”



-Alex Evans, Senior Finance Manager

Help with set-up available, too

For the 2023 fiscal plan, Dornier contracted with Single Source to set up the comp plan. “That was very helpful to us and allowed us to be more advanced in our strategy,” says Alex. She adds it took only one week to work out all of the levels and qualifying percentages of a very intricate plan. Without IncentViz, it would have been multiple weeks, she estimates.

“Single Source was very helpful with the set up and making sure it was exactly right, the way the CFO wanted it,” she says.

20% increase in sales year-over-year

In addition to saving time, IncentViz also has helped the management team to drive sales performance.

“Over the last several years, I think as a result of implementing these comp plan styles and utilizing IncentViz as a resource to drive specific behavior, we've had increases in sales of 20% year-over-year.”

Widespread benefits

Managers at multiple levels have benefited. “I think automating and calculating the roll up percentages for the ASD's, our sales managers—or middle managers—has been super helpful,” says Alex.

CASE STUDY

Dornier MedTech drives desired sales performance with strategic commission management

“All of the lower-level sales staff trickle up to the middle management and then to the Senior VP. And so just the fact that all of that can be done and calculated in IncentViz is golden. It just saves a lot of time.”

Because everything is linked to the ERP and AR, accuracy is another benefit. If there is ever a dispute with a customer invoice, the AR team issues a credit memo which pushes through to IncentViz—all automatically.

Flexibility and Service

IncentViz—and Single Source—have also brought flexibility to Dornier. If unique calculations are needed for a customer or region, that can be accommodated with IncentViz. “It can be coded exactly as we need it—that’s super helpful,” adds Alex.

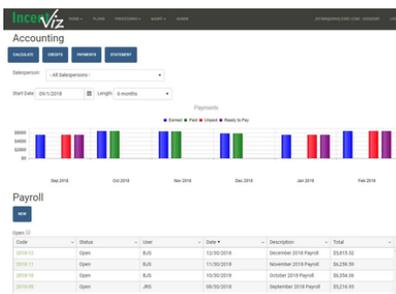
In addition to the functionality, the Single Source service stands out for Alex. “I think the main reason why I would recommend IncentViz is just the helpfulness of the staff. Anytime that I need help, they are there for me.”



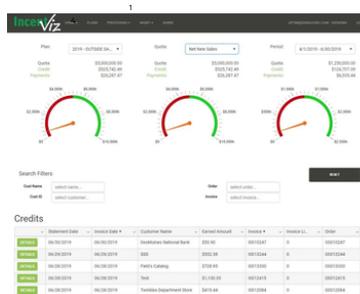
With IncentViz, sales teams can see in real-time the exact status of their commissions due, helping to keep them motivated.

Get more information

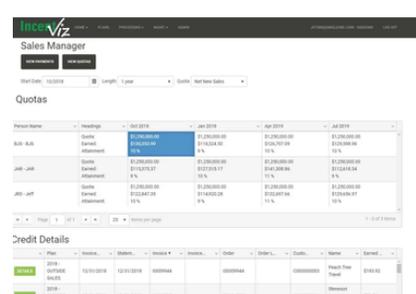
IncentViz is a commission management solution that integrates to Infor CloudSuite Industrial (SyteLine) and Infor CloudSuite Distribution. Single Source Systems is a longtime Infor channel partner with deep expertise in Infor solutions, ensuring smooth implementation. For more information visit the Single Source website. Singlesr.com/IncentViz



Easy-to-read reports help the accounting team quickly calculate and submit commissions due.



Sales Reps can monitor their progress in real-time, eliminating confusion and doubts.



Real-time Dashboards help sales managers monitor the team's progress toward goals.



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