



INCENTIVES-Pro

An Advanced EIM Solution



Drive Performance Where You Want It To Go



About Incentives Solutions

- ⊕ **Operating since 2002**
- ⊕ **Best of Breed SW vendor for EIM**
- ⊕ **Vast experience in EIM implementations**
- ⊕ **Tier-1 Customers**
- ⊕ **Partners:**
 - ⊕ **Global – Amdocs, Motorola, HRMS**
 - ⊕ **Israel – Matrix, CompVision**
 - ⊕ **Technology – Business Objects, Oracle, MS**



Our Mission

To enable our customers to extract better business results for their incentives pay budgets.



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Our Track Record

⊕ Facilitate our customer's success by:

- ⊕ Efficiently manage an effective Performance-Based Incentives
- ⊕ Providing tangible ROI and proven reduced TCO

⊕ Among our Tier 1 customers:

- ⊕ **Telecom:** Nextel Intl', Cellcom, Netvision, Pelephone, Barak, HOT, Bezeqint.
- ⊕ **FMCG:** Coca Cola, Unilever, Danone, Nestle, Tnuva, Strauss, Jaffora Tavori
- ⊕ **Finance:** AIG, Visa CAL
- ⊕ **Hi Tech:** Amdocs, ECI Telecom
- ⊕ **Other:** Yellow Pages, El AL Airlines



⊕ Significant Wins:

- ⊕ **SAP:** 5 customers
- ⊕ **Siebel:** 2 customers
- ⊕ **Oracle Apps.:** 4 customers



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Enabling our customer's success

⊕ Top line growth

- ⊕ Reported sales growth of up to 22% after Software deployment
 - ⊕ Clear focus on objectives, targets and campaigns
 - ⊕ Supporting work environment

⊕ Operation efficiencies

An average of 10-14% savings over the paid incentives

- ⊕ Elimination of incentive pay “over payments”
- ⊕ Automation of the cumbersome incentives admin. processes
- ⊕ Significant reduction of IT resources requirements
- ⊕ Turning “Shadow accounting” into productive time
- ⊕ In call centers:
 - ⊕ Reducing employees turn over
 - ⊕ Minimizing the required time to “season” the CSR

Customer ROI: under 1 year



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Challenges of Incentives Management

- ⊕ **Optimizing** the significant budget invested in the various incentives pay programs, to increase **Return On Incentives**
- ⊕ **Enabling** executives and incentives administrators to model, simulate and deploy performance based incentive programs
- ⊕ **Aligning** employee and channel partner behavior with the organizational strategic goals & objectives
- ⊕ **Promoting** excellence and raising the performance bar
- ⊕ **Decreasing** the operational costs associated with the tedious and time consuming management of the incentives process and eliminating all overpayments



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Customer Success Story –

Largest Cellular Operator with 2.75M Subs.



- **Application** A cross-organization performance management and Incentives pay for all customer-facing employees.
- **Attributes** 700 KPI's, 100 Incentives Plans
- **Achievers** 3000 employees and managers across Cellcom: Sales, Contact- Center, Service Depots and Channels
- **Technical Attributes**
 - Oper. Env. Heterogonous systems, WIN 2X server – 2 CPU's
 - Interfaces AMDOCS Billing ,SAP ERP, 2 Legacy, LDAP
 - Volumes 4M records – 3 Hrs. run (4GB a month)
100GB Database – including history
- **Uniqueness** + Daily updates and calculation run for Performance and Incentives
+ Using SMS to deliver Incentives information
- **Benefits** + Growth in campaign effectiveness
+ 4% improvement in customer satisfaction
+ Reduce operational costs
+ Availability of performance information to employees



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Customer Success Story –

amdocs

Worldwide leading vendor of Billing & CRM Software

- **Application** Sales performance and incentives management in a global sales org. operating a complex team-sale model. Plus an Executive Rewarding module.
- **Attributes** Complex KPI's and Incentives Plans
- **Achievers** 200 Sales people & managers; 200 Executives
- **Technical Attributes**
 - Oper. Env. Heterogonous systems, Unix server
 - Interfaces Clarify CRM ,Oracle Apps ERP
 - Volumes 150K records weeklyQuarterly incentives pay run in less then 2 Hrs.
- **Uniqueness**
 - + Replacement of OIC module in 3 months
 - + Dashboard to every sales person incl. What-if?
 - + Global deployment
- **Benefits**
 - + A management tool in a distributed organization
 - + Availability and clarity of sales incentives info.
 - + Reduced operational costs
 - + Personal simulation drives performance



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Customer Success Story –

Israel's leading airline company

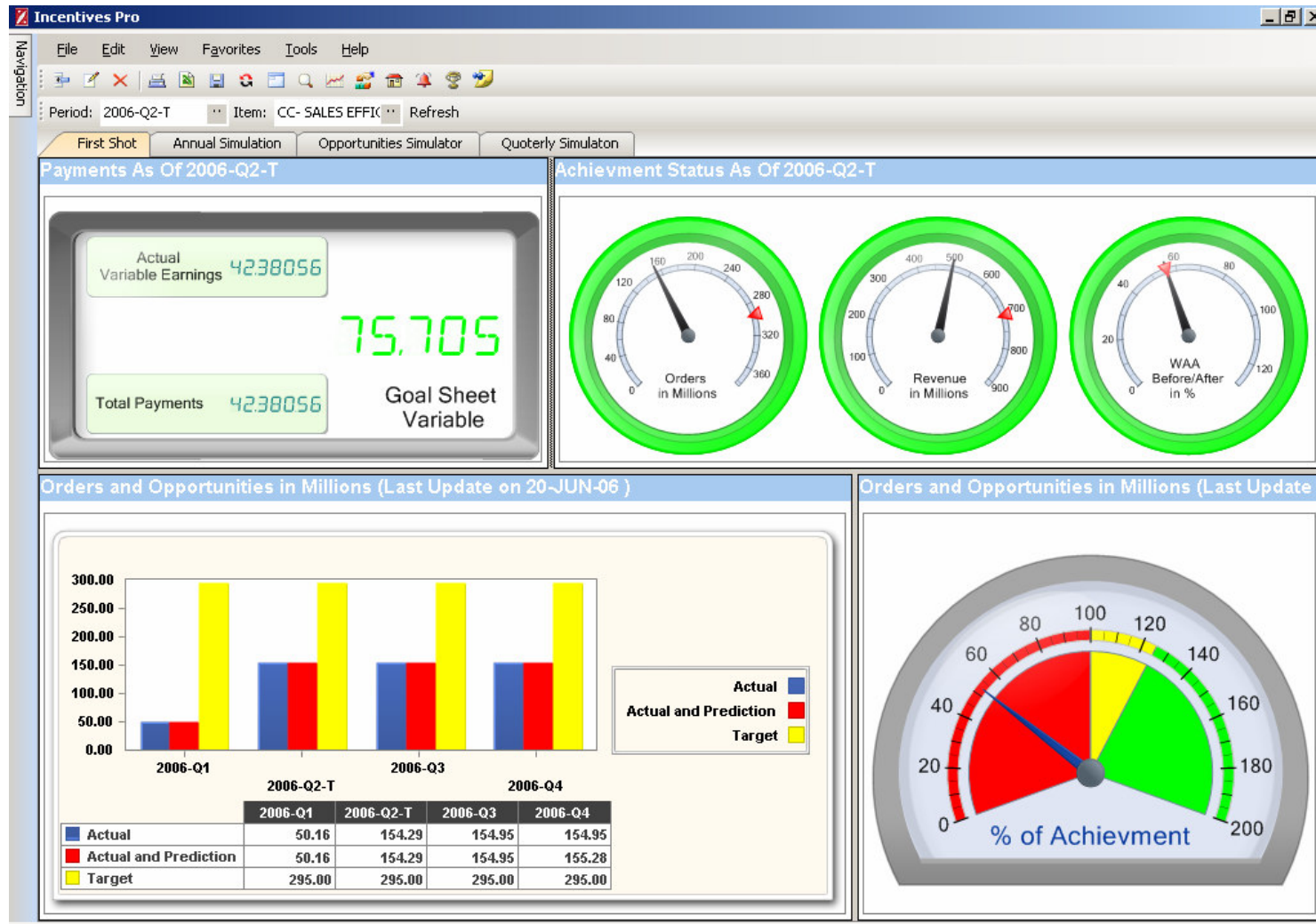


- **Application** Sales incentives management for travel agents – calculating and presenting incentives flight-points rewards for selling flight tickets to selected El-Al destinations / campaigns.
- **Attributes** Global access via Travel-Agent Portal
Significantly improved campaign's effectiveness
Strengthen positive relationship with the individual agent
- **Achievers** 3,000 agents in 700 agencies, 30 El-Al's promoters
- **Technical Attributes**
 - Oper. Env. **Unix server**
 - Interfaces **Carmel – flight ordering sys., MS SPS Portal**
 - Volumes **100K records per month**
3 years of historical data
- **Uniqueness** + **Deployment momentum – high above expectations**
+ **Dashboard to every agent incl. analytics.**
- **Benefits** + **Noticeable sales growth**
+ **Complete financial control**
+ **Positive daily contact with agents**
+ **Rapid implementation & deployment, low ongoing costs**

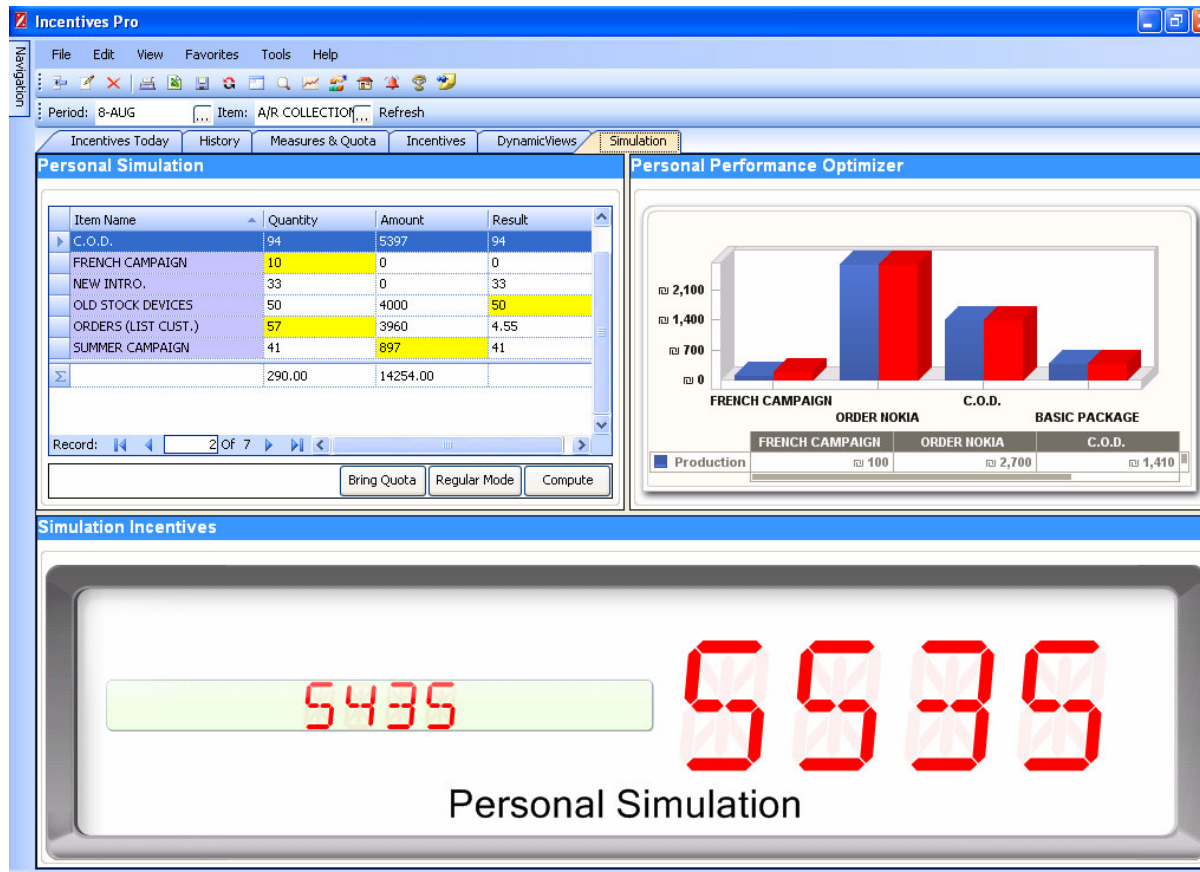


Drive Performance Where You Want It To Go

Sales Rep. Performance and Incentive pay



My Performance - Personal Simulation



- What should I focus on?
- How much should I improve?
- How can I maximize my benefits?

Clear expectations – Clear personal gain

Personal Simulation – My Opportunities

Incentives Pro

File Edit View Favorites Tools Help

Period: 2006-Q2-T Item: CC- SALES EFFIK Refresh

First Shot Annual Simulation **Opportunities Simulator** Quarterly Simulator

Potential Opportunities Data (Last Update on 20-JUN-06)

Check	AccountName	Credited Amount	Period Name	Transaction Date	License Amount	Maintenance Amount	Service Amount	Third Party Amount	Family Of Product
<input checked="" type="checkbox"/>	[REDACTED]	3,487.23	2006-Q3	24/04/2007	1,367.54	0	1,709.42	0	CRM
<input checked="" type="checkbox"/>	[REDACTED]	20,802,000	2006-Q4	28/09/2006	16,000,000	0	2,000	0	CRM
<input checked="" type="checkbox"/>	[REDACTED]	10,402,000	2006-Q3	28/06/2006	8,000,000	0	2,000	0	Billing Suite
<input checked="" type="checkbox"/>	[REDACTED]	130,000,017.5	2006-Q4	30/01/2006	100,000,000	0	0	35	Ensemble
<input type="checkbox"/>	[REDACTED]	17.5	2006-Q3	30/01/2006	0	0	0	35	Ensemble
<input type="checkbox"/>	[REDACTED]	55	2007-2009	20/02/2006	0	0	0	110	Ensemble

Record: 719 Of 1261

Actual : 154,291,496.50
 Checked : 161,207,504.73
 Total Credited : 315,499,001.23

Deselect All Select All Clear **Compute**

% of Achievement

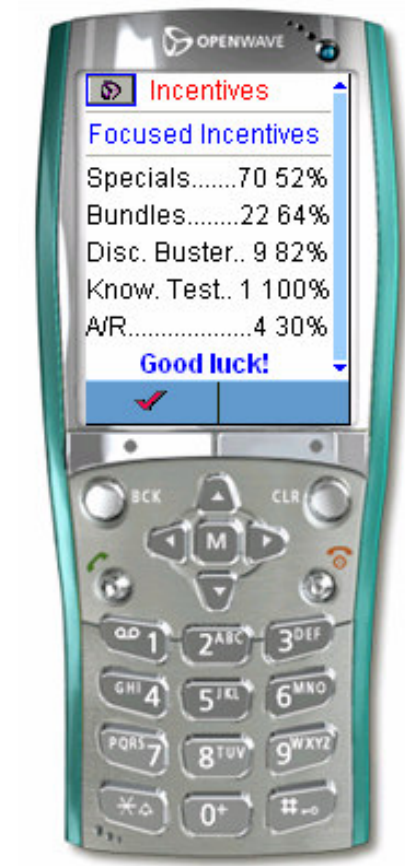
Total Incentives Orders As Of 2006-Q2-T

Total Incentives As 2006-Q2-T: 2,137,807
 Simulation: 64,995.44
 Difference: 436,173.7



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Daily focus to employees / channels and managers



Daily SMS – one look – All the information



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Main Differentiators

⊕ Rich functionality OOB

- ⊕ Rapid implementation

⊕ Easy to use

- ⊕ Low ongoing operational costs

⊕ Built to integrate

- ⊕ Interfaced with SAP, Oracle App., Clarify CRM, CTIs etc.
- ⊕ Time to market
- ⊕ Minimal IT resources

⊕ Advanced Simulations and Analytics

- ⊕ Maximized Return On Incentives

⊕ Powerful web based Achiever's iFocus

- ⊕ Increased personal motivation



Performance



TCO



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Additional information:

⊕ **A short flash presentation (4 min.) :**

http://www.incentives-solutions.com/flash_pr/

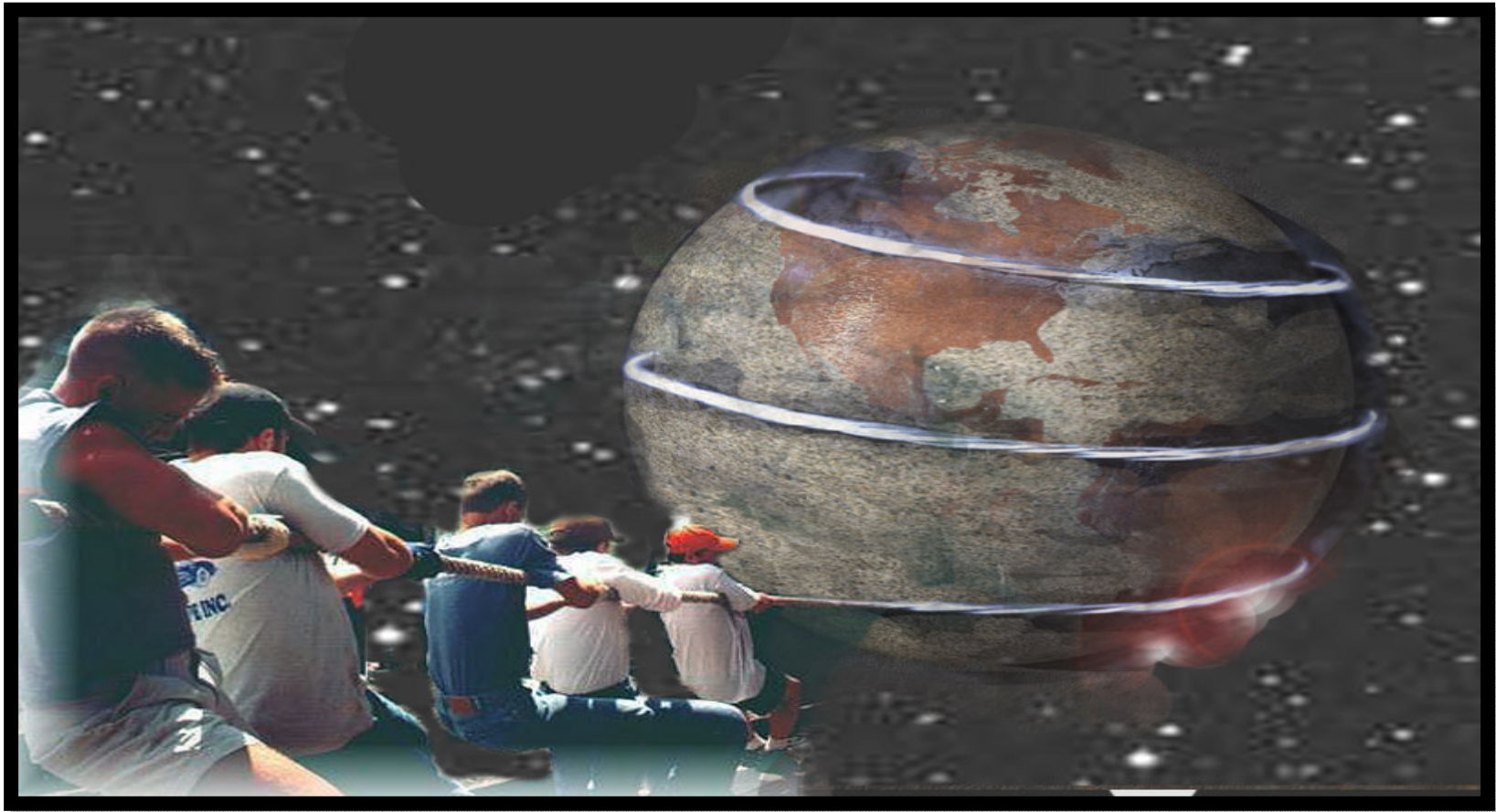
⊕ **Our Website:**

www.incentives-solutions.com



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What happens when all your talent pulls together



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