



CASE STUDY

Delivering a cost-effective and scalable SPM process



Background:

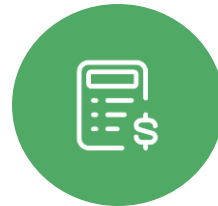
SpectrumTek, headquartered in Sunnyvale, California, was contacted directly in March 2017 by Jabil Inc. after receiving a strong referral. Jabil Inc. (formerly Jabil Circuit) is an American worldwide manufacturing services company. Headquartered in St. Petersburg, Florida, it is one of the largest companies in the Tampa Bay area. Jabil has 100 plants in 28 countries, and 170,000 employees. Jabil's engineering, manufacturing, and intelligent supply chain solutions help its customers capitalize on accelerated change and achieve digital business advantage.

Objectives

Jabil's objective was to replace an inefficient home-grown MS Excel-based system that had ceased to be effective in managing its employees' compensation package. The system was not scalable, did not provide any visibility to the field, and required a major yearly overhaul to support plan changes. Faced with these system failures, Jabil's objective was to find effective and efficient Sales Performance Management (SPM) software to replace its MS Excel-based system. SpectrumTek's history of success with all aspects of platform selection and process implementation, along with its success in achieving specific business objectives gave Jabil the assurance it needed to engage SpectrumTek for consulting services.

The first major challenge was, of course, what brought Jabil to SpectrumTek: selecting the best SPM tool for their business model. Jabil's internal team had already spent six to eight months exploring all available SPM tools on the market.

01



02



They found it a confusing and complex endeavor in terms of deciding which one of the many options would effectively replace the home-grown MS Excel-based system and deliver a cost-effective and flexible sales performance management process.

Challenges:

Over the many months of its search, Jabil's team conducted internet searches and contacted several software vendors. Soon the team was overwhelmed by software vendors, all presenting their products with a multitude of features and benefits.

03



04



Consequently, the responsibility of evaluating software vendors was placed in the hands of SpectrumTek. With its scientific and vendor agnostic approach, SpectrumTek was able to rank the vendors based on Jabil's specific requirements. This ranking guided Jabil choosing the right SPM software vendor for its business needs.

Vendor Selection Consulting Process:

- 1. Planning Meeting:** To gain an understanding of Jabil's project goals and long-term expectations, the SpectrumTek team met Jabil's HR, Finance, and Accounting executives with a focus on creating groups within each department of those who used the home-grown MS Excel-based system on a daily basis.
- 2. RFI Preparation:** SpectrumTek prepared an RFI (Request for Information) to collect basic information about software vendors, features, and pricing. SpectrumTek sent the RFI to the seven vendors previously contacted by Jabil.
- 3. RFI Analysis:** SpectrumTek analyzed the RFI responses, applying industry insights to shortlist three vendors for the next round.
- 4. POC Development:** A "vanilla" demonstration of the software does not provide sufficient information; therefore, software vendors were asked to provide a Proof of Concept (POC) to demonstrate their ability to meet Jabil's objectives and to give Jabil a clearer understanding of the software's scalability and flexibility.
- 5. RFP Development:** The SpectrumTek team developed a detailed RFP that clearly outlined Jabil's expectations from the POC, with business development plans forming the foundation of the POC. The RFP thus included detailed business development plans and sample transactions. A joint conference call was arranged with all three vendors to walk them through the RFP and POC data. In their proposals, the vendors had to showcase the results of their software configuration.

Vendor Selection Consulting Process:

6. **Criteria Development:** The SpectrumTek team interviewed IT, HR, Finance and Accounting groups to create a comprehensive spreadsheet that outlined the criteria that was relevant to each group. The SpectrumTek team also conducted several joint sessions with various stakeholders to group these criteria and apply weights to each one, enabling them to rank them.

7. **Rank and Evaluate Vendors:** The SpectrumTek team built a spreadsheet-based tool to capture audience feedback from the POC. The tool calculated the score for each vendor on each criterion, providing a quantified and scientific way to rank and evaluate the vendors.

8. **Onsite POC Sessions:** Each vendor attended an onsite POC session with the Jabil team to rank the software features in the spreadsheet-based ranking tool.

9. **Stakeholder Joint Sessions:** After the POCs were completed, the SpectrumTek team facilitated joint sessions with various stakeholders to discuss the evaluation criteria, capture the input, and rank the vendors.

10. **Proposal Requests:** The SpectrumTek team invited the two top ranking vendors to submit a detailed proposal.

11. **Vendor Negotiations:** SpectrumTek with its experience and industry insights assisted Jabil in negotiating pricing and contract terms.

Solution:

After detailed evaluation and pricing negotiations, SpectrumTek helped Jabil choose the vendor that best matched its expectations and objectives. The choice? Xactly Corporation, a SaaS company that provides cloud-based enterprise software and services.

Results:

SpectrumTek's scientific and quantified selection process enabled Jabil's project teams to confidently choose the right vendor and justify the decision. The success of the project was a result of the Vendor Selection consulting process that enabled those who used the home-grown MS Excel-based system to provide the criteria and to apply weights to every criteria, to evaluate and rank vendor software features. The results derived from the project enabled Jabil to select a vendor who met all stakeholders' specific requirements, while ensuring that Jabil's short- and long-term objectives were met. Through SpectrumTek's vendor knowledge and its many years of experience in the field, it was able to guide Jabil in choosing the right vendor to deliver a cost-effective and flexible SPM process --one that is scalable, delivers visibility, and does not require an annual overhaul for plan changes, in addition to bringing cost savings and increased productivity. Jabil chose Xactly for its SPM software and SpectrumTek to implement the software. Implementation was accomplished within project timelines and within budget.

Testimonial:

“ We are very happy with the performance of SpectrumTek Technologies in our ICM vendor selection. SpectrumTek’s help and guidance in reducing our vendor list from over ten vendors to a reasonable four was very useful. The vendor demo process was made easy as SpectrumTek provided a useful scorecard for judging the candidates and tabulating the results at the end. Their team dug into our data and processes to get a good understanding of what we were looking for and how best to accomplish the goal. Finally, we liked SpectrumTek’s price point.

— Scott Johnson, Sr. Compensation Analyst, Jabil Inc. ”

About SpectrumTek:

SpectrumTek is a global leader in Corporate and Sales Performance Management Services. We implement solutions for many of the world's top companies. Our Sales Performance Management Services group is composed of a highly skilled team of professionals who are 100% dedicated to SPM. This ensures we address all aspects of platform selection and process implementation and meet our clients' specific needs and business goals. We can address diverse challenges such as creating environments that enable better sales forecasting, ensuring fewer commission disputes, delivering more accurate payments, providing full compliance, and increasing security functionality. We make sure that goals and objectives are met both from the individual level and from the corporate level. In addition to our renowned expertise in SPM, our Corporate Performance Management (CPM) Services group brings with it decades of experience creating and managing solutions for exceptionally complex projects. Whether improving the financial planning process, refining sales territory and quota management, or planning costs and headcount, our team of CPM specialists can help solve an organization's most complex business challenges. For every service we offer, we also pair it with technical expertise and partnerships with the world's largest technology providers. And with our technology-agnostic approach, our goal is to ensure that we choose the right solution every time—we know that every company is unique, with its own set of goals and processes; therefore, technology should never be a one-size-fits all scenario. To learn more about SpectrumTek's services and solutions, please visit www.spectrumtek.com.

Thank You!



www.Spectrumtek.com

3600 136th Pl. SE Ste 300 Bellevue, WA 98006