



The Customer

- **Industry:** Test and Measurement Equipment
- **Geographics:** Headquartered in Palo Alto, California
- **Revenue:** \$6 Billion
- **Employees:** 28,000

PeopleSoft Enterprise Products

- Customer Relationship Management
- Sales Incentive Management
- Human Capital Management

Implementation Team

CellarStone, In-house team

Customer Service Level

Standard

"PeopleSoft Enterprise SIM gives us the flexibility to report on performance every quarter, so we can assess whether we're on track for costs and performance."

Vicki Groninga

Senior Manager, Global Incentive Pay Organization

Agilent Technologies

Business Challenge

Agilent Technologies recently began to look for an efficient and flexible solution for implementing its incentive pay strategy around the world. With five global sales organizations and 2,200 salespeople, Agilent needed a single, standardized global solution for motivating performance.

PeopleSoft Enterprise Solution

Agilent has implemented Oracle's PeopleSoft Enterprise Sales Incentive Management (SIM) as a centralized repository for incentive pay reporting.

Business Benefits

Agilent uses PeopleSoft Enterprise SIM to:

- Support new sales models.
- Enable an integrated view of worldwide sales force data.
- Respond more quickly to changes in the market by tailoring incentive plans.
- Streamline incentive management processes.
- Shift resources from transactions to decision support.
- Increase the flexibility of its incentive programs.
- Reduce the total cost of ownership.

Agilent Technologies Motivates Performance Globally with PeopleSoft Enterprise SIM

When Agilent Technologies spun off from Hewlett-Packard in 1999, the new company initially maintained the HP way of doing business. Agilent later began to develop its own business strategies, including a pay formula that would motivate better performance from its 2,200 salespeople. But Agilent lacked the consistent tools to implement the formula for each sales team around the world. Seeking a flexible, global solution from a trusted vendor, Agilent implemented PeopleSoft Enterprise SIM.

Consolidating Global Sales Force Data

Before implementing PeopleSoft Enterprise SIM, Agilent's Asia-Pacific operations managed incentives using spreadsheets. European offices used a bolt-on application to PeopleSoft Enterprise Human Capital Management (HCM). Sales teams in the Americas used a heavily customized third-party application. None of the systems shared information, which meant that managers were unable to view integrated data about the worldwide sales force.

Agilent sought to reduce its total cost of ownership while establishing a single repository for incentive pay reporting. With more than 50 locations in 30 countries, Agilent needed a tool that could administer incentive pay programs for five sales forces around the world.

“We felt comfortable consolidating on PeopleSoft because we had more than 10 years of experience with them and we trusted their HR products,” recalls Vicki Groninga, senior manager of Agilent’s global incentive pay organization. “We quickly identified PeopleSoft Enterprise SIM as a flexible tool that would meet our needs.”

Supporting Changing Sales Models and Channels

Like many companies, Agilent once used a geographic model to manage its sales force. Today, business is more complex. “We use various models with direct and indirect sales forces to sell our products,” says Groninga. “Our legacy systems couldn’t support our new models—but PeopleSoft Enterprise SIM can.”

PeopleSoft Enterprise SIM gives Agilent an accessible, integrated view of sales incentive data. “SIM gives us the flexibility to report on performance every quarter, so we can assess whether we’re on track for costs and performance,” says Groninga. “We can now respond to changes in the market by changing incentive plans on an interim basis.”

With PeopleSoft Enterprise SIM, Agilent can quickly see the cost of its incentive plans and weigh that information against the payback. By making more timely changes, Agilent can avoid wasting money on ineffective plans—or by losing top performers.

More Efficiency, Less Waste

Sales incentive processes are notorious for errors and inefficiencies. PeopleSoft Enterprise SIM enables Agilent to manage its incentive process—from planning to payment—online. PeopleSoft Enterprise SIM’s robust functionality is helping Agilent to reduce costs and data entry and ensure the accuracy of commission payments.

“PeopleSoft Enterprise SIM enables me to shift resources from transactions to decision support,” says Groninga. “It streamlines and automates manual processes so that more of our personnel can focus on more strategic incentive management activities.”

PeopleSoft Enterprise SIM has helped Agilent increase the flexibility of its pay plans. For example, the company can manage payments to multiple people or multiple payments from the same transaction. Agilent can also review the effectiveness of its compensation plans and make changes to the plans to better reflect the needs of its business. PeopleSoft Enterprise SIM allocates performance data for compensation purposes, eliminating a time-consuming manual process. Agilent can automatically produce incentive statements and notification letters, further reducing the administrative demands that have required so much time in the past.

Streamlined Sales Incentive Processes

Because PeopleSoft Enterprise SIM integrates with PeopleSoft Enterprise HCM, Agilent now has a complete view of its sales management and compensation process. “PeopleSoft Enterprise SIM has streamlined our sales management process and reduced the time to review and edit transactions,” says Groninga.