

\_experience the commitment



eINcent: Enterprise Incentive Management

## Corporate profile

CGI is one of the largest independent IT and business process services firms. Our 25,000 professionals around the world offer clients a knowledgeable, dedicated partner, working to develop and implement IT-oriented solutions to address their business and technology challenges.

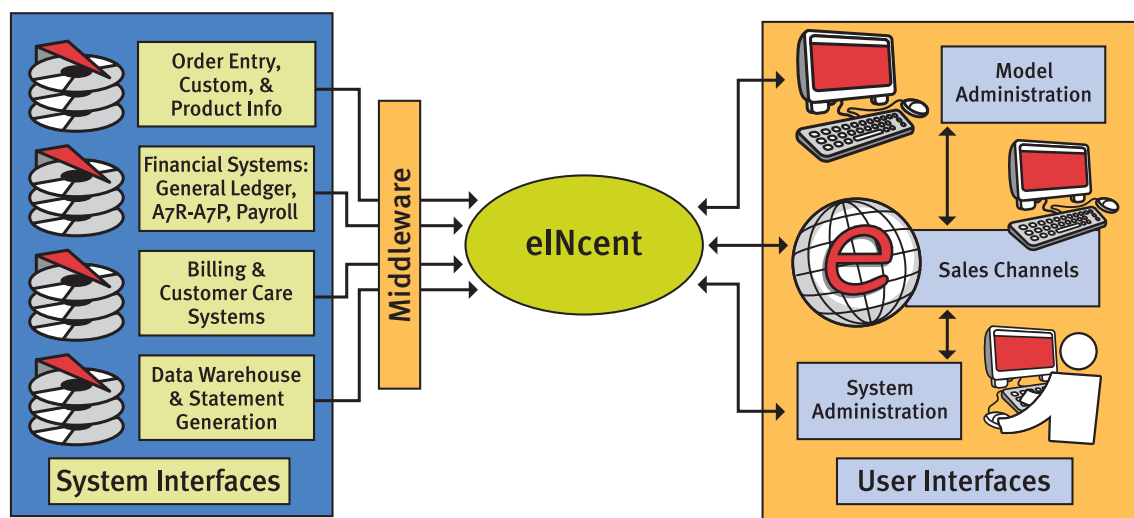
CGI couples extensive industry sector expertise with a full range of services including strategic and management consulting, systems integration, and management of IT and business functions. Clients have access to a broad and deep range of solutions and services in the financial services, telecommunications, government, healthcare, utilities, retail, manufacturing and distribution sectors.

## Incentive management—a competitive differentiator

Sales channel incentive management is no longer simply a matter of processing payments in a timely and reliable manner. Today, incentive management is a competitive differentiator, minimising carrier risk while motivating sales channels to sell new products and services.

eINcent™ leverages 10-plus years of CGI experience in delivering commissions solutions—and nearly three decades of providing critical sales support business systems (such as order entry, billing and customer care)—to the global telecommunications industry. eINcent imports critical reference data, such as sales force information, prior to the commission calculation, helping clients maintain data integrity and keep all operational systems in sync.

### eINcent—built to interface



eINcent's open architecture links all internal and external sales channels and streamlines incentive management processes—from the introduction of new compensation plans and revenue-sharing scenarios, to the automation and control of calculation, management and approval workflow.

## Rapid modeling for next-generation service delivery

eINcent's powerful modeling capability enables the creation, update and assignment of new and intricate compensation plans without software changes, for both direct and indirect sales channels.

The eINcent GUI allows plan setup through a modular combination of commission rates/quotas, updateable event filters and packaged calculation algorithms. Sophisticated incentive packages can be constructed independent of information exchanged with external systems—enabling rapid launch of commission plans before new products and services are introduced. Features include:

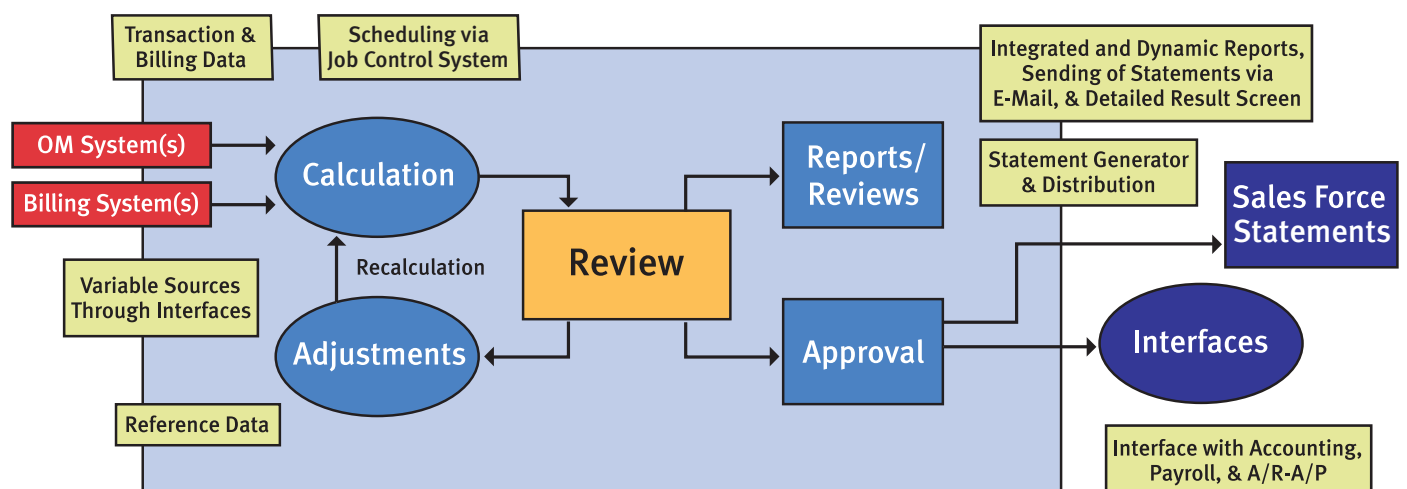
- Robust, scalable calculation engine specifically designed for telecom carriers' high volumes and extensive sales networks
- GUI-based modeling of all commission agreement components for groups and individual sales staff
- Complete traceability and auditability of current and past commission results
- Configurable, sales channel-independent, GUI-based support of commission approval workflow
- Intuitive, flexible, GUI-based modeling of elaborate sales hierarchies for external and internal sales channels
- Multilayered access rights for data and functions to ensure security and confidentiality
- Standardized and ad-hoc reports for statistics, reconciliation and auditing
- Automated statement generation for Web distribution
- Portable, multilingual client/server architecture built on Java
- Seamless integration through use of a flexible integration tool for data import and export processes
- Set of standard, preconfigured interfaces

## Business value

eINcent enables carriers to manage multichannel incentives with flexibility, consistency, accuracy, transparency and speed. The solution delivers important benefits to carriers seeking a competitive advantage:

- Decreased time to market
- Creation and automation of complex incentives
- Increased operational efficiency
- Better insight into new incentive structures
- Strengthened sales channels partnerships

## eINcent solution components



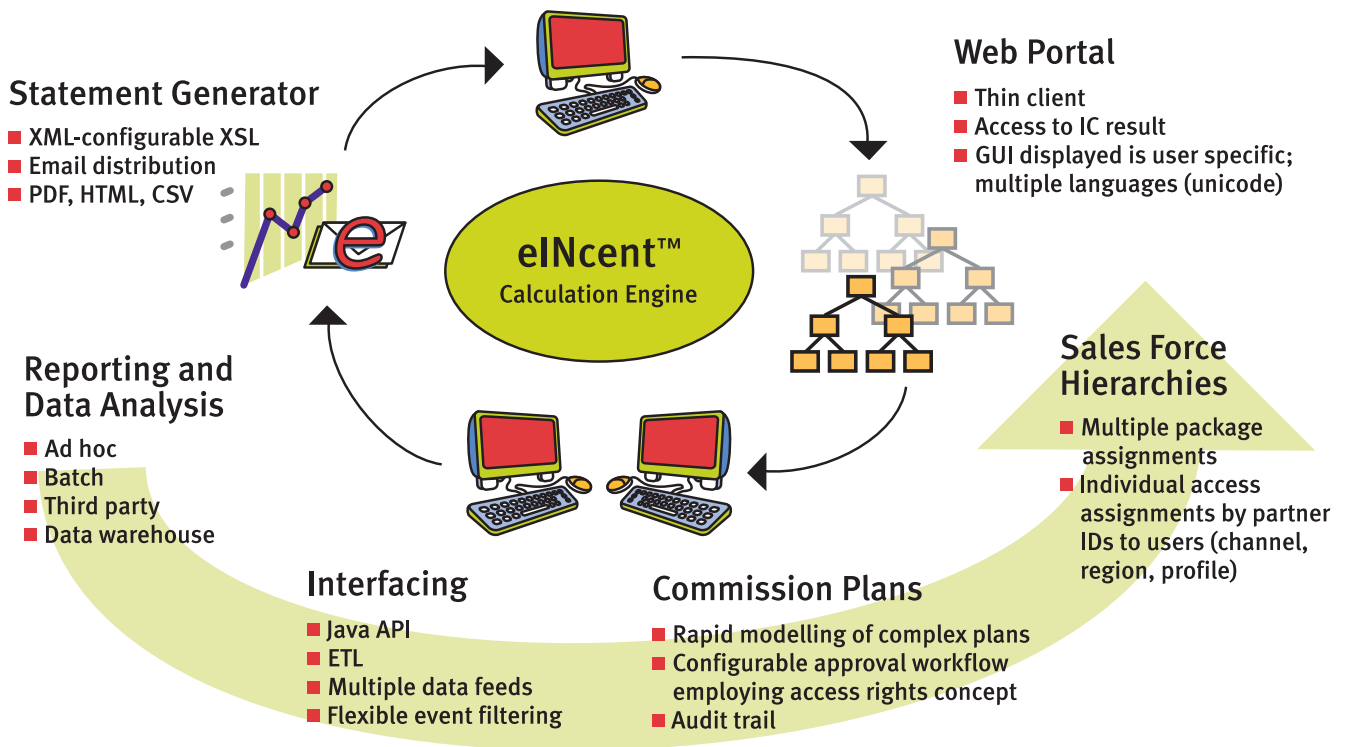
eINcent's open architecture links internal and external sales channels, and streamlines the commissions process—from the introduction of new compensation plans to the automation and control of the calculation, management, and approval workflow.

## Sales channel transparency

eINcent offers partners secure Web access to commissions-related information. Automated distribution of payment statements reduces operational costs associated with commissions payments questions and disputes.

eINcent's Internet interface is easily customized to a carrier's corporate "look and feel" and integrated with an enterprise-wide portal.

### Automating the commissions process with eINcent



Sales channel commissions and other incentives can be triggered by any form of event in eINcent. The highly scalable calculation engine and configurable workflow encapsulate the end-to-end business process of managing sales channel incentives.

Business solutions through information technology™



ISO 9001 Certified

For more information: [www.cgi.com](http://www.cgi.com)