



Callidus Business Process Outsourcing

Superior Sales Performance Delivered

Callidus SPM Business Process Outsourcing (BPO) Services help customers maximize the value of their Sales Performance Management (SPM) system. Callidus BPO provides an end-to-end solution for helping organizations profitably achieve selling excellence through both increased operational efficiencies and improvements in SPM design and execution.

Callidus BPO Framework

The Callidus BPO offering is a comprehensive framework of customer solutions that help customers profitably achieve more sustainable, predictable results with their SPM investment. With BPO, you can achieve:

- Reduced administrative and technical resource costs and overhead requirements.
- Increased focus on your core sales business instead of day to day IT related activities like resolving data quality problems, payment cycle issues and performance challenges.
- Deep domain expertise and industry best practices with full economies of scale.



Key Elements of Callidus BPO

Sales Operations Management

With Callidus Sales Operations Management services, customers leverage specialized Callidus IT personnel for managing day-to-day operations and maintenance of their SPM system realizing immediate cost savings due to eliminating the need for dedicated resources resulting in improved corporate profitability. Callidus Sales Operation Management services include:

- Data Integration and Data Quality Management
- Data Aggregation and Alignment Services
- Compensation Payment Cycle Management
- Dispute Resolution Management
- Channel Partner OnBoarding and Administration
- Performance Tuning
- Workflow Administration

Sales Performance Management

At the next level, customers can leverage Callidus intellectual property developed from over 200 customers, as well as the industry's longest tenured consultants and staff to help develop the right sales capacity, coverage, and incentive strategy to drive specific financial targets. Solutions include territory design, quota allocation, and incentive plan design and deployment. Callidus Sales Performance Management services include:

- Sales Organization Structure
- Channel Design
- Sales Territory Design
- Quota Planning and Allocation
- Incentives and Rewards Design

Sales Performance Intelligence

Building on the strong foundation of superior operations and sales performance, Callidus Sales Performance Intelligence services help you uncover which compensation plans are actually driving specific outcomes, and by how much, whether incentives are encouraging sales teams to work more efficiently and productively, which channels are most successful at selling products, or the degree to which your pay plans are market competitive. Callidus Sales Performance Intelligence services include:

- Report Design and Development
- Sales Executive and Manager Dashboards
- Sales Operations Dashboards
- Finance and Accounting Dashboards

Sales Performance Optimization

Having gained the visibility into performance, Callidus compensation experts help customers achieve best in class sales performance with a comprehensive assessment of their current plans, perform benchmarking and provide data-supported and fact-based insights into the effectiveness of compensation plans and help optimize and model plan adjustments for optimal results. Services for optimization include:

- Incentive Plan Benchmarking and Optimization
- Sales Coaching and Development
- Incentive Plan Modeling and Forecasting
- Capacity Planning

Why Callidus for BPO Services?

■ Proven Track Record

With sales performance management outsourcing services across multiple satisfied clients, Callidus has delivered proven results for clients of all sizes and across multiple industries.

■ Deep Domain Experience

Callidus BPO experts draw upon nearly 15 years of industry expertise in complex, large-scale sales performance management operations across a broad range of vertical industries.

■ Operational Excellence

Our services are flexible, and our approach tailored to each client. There are advisory services to fit all types of needs, from ad hoc reviews and plan tweaking, to comprehensive projects resulting in a plan overhaul.

■ Global Scale

Callidus has global delivery centers providing 24/7 management with guaranteed SLA commitments.

■ SPM Leadership

Since its inception, Callidus has always been at the forefront of defining – and extending – the SPM category with new solutions, services, and best practices.

To learn more about how you can achieve high performance through sales performance management BPO Services from Callidus, visit us at www.callidussoftware.com/services/BPO.



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