Network Appliance

Network Appliance Benefits from TrueComp®'s Ability to Easily Integrate into Existing Environment

Business Profile

Network Appliance
A recognized leader in the enterprise storage and the delivery of data and content on demand

Industry
High Technology

Geographies
Worldwide, headquartered in Sunnyvale, CA

Callidus Software Solution
TrueComp® Enterprise Incentive Compensation Application

Deployment Summary
- TrueComp is optimized for the Solaris platform, so Network Appliance was able to use Sun Solaris™ Operating Environment

Benefits
- Paying commission schedules on a timely and accurate basis for over 1,000 sales people, increasing level of trust in the system
- Developing compensation and payroll services on demand, reducing dependence on IT resources
- Automating the incentive compensation system, thus eliminating errors in reports while allowing compensation administrators to focus on plans

"One of the issues at Network Appliance is that we are growing so quickly we don't have time to develop almost anything and so therefore we always look for best-of-breed applications that we can just pull in and fit into our environment."

Ric McCormick
Director of Business Applications
Network Appliance

Network Appliance, Inc. is a veteran in network file storage and content delivery—a leader in the storage, management, and delivery of data and content on demand. However, processing its sales force's commission payments created a challenge for the company's compensation team. Network Appliance's explosive growth was not being met by its compensation administration system. The company was no longer able to generate timely and accurate compensation and payroll reports. Ric McCormick, director of Business Applications at Network Appliance, says, "We were running our commissions process on spreadsheets and in fact, we were pretty much running out of time in each month to get anything done in enough time to pay people."

Reporting sales schedules and data accurately, and in a timely manner, became a problem for Network Appliance. It needed a compensation system that was more reliable in reporting data, especially when changes or adjustments to commission schedules were implemented. The compensation team had often resorted to implementing changes manually in order to keep up with the data load, a process that proved inaccurate and that inevitably lost the trust of the sales force. McCormick says, "It was a fairly manual process, and in fact, fraught with errors."

Network Appliance Needs a Highly Scalable Solution That can Handle its Explosive Growth

Network Appliance wanted an incentive compensation automation solution with the flexibility and scalability to adapt quickly to any changes in its business environment—a solution with optimized performance on the Sun™ ONE (Sun™ Open Net Environment) platform. "Ninety percent of all our UNIX applications run on Sun," says Elaine Iverson, System Administrator and Analyst for Network Appliance. "We standardized on the Solaris™ Operating Environment corporate-wide because of the stability the Sun platform provides."

The SUN ONE platform, based on open standards, allowed Network Appliance to choose from Sun's ecosystem of best-of-breed solution providers. Sun ONE provides a highly scalable and robust foundation for building and deploying a variety of applications—from software and Web-based applications to Web services—and delivering them as Services on Demand. It also lays the foundation for future service delivery methods. Sun ONE is the vision, architecture, platform, and expertise to enable the Services on Demand of today as well as tomorrow.

Re-establishing Confidence with Best-of-Breed Solution, Callidus Software's TrueComp®

Network Appliance turned to Callidus Software for a comprehensive and scalable solution. Callidus Software develops Java™ 2 Enterprise Edition (J2EE™) technology-based solutions that are optimized for the Solaris platform. As a member of the Sun Developer Connection, solutions from Callidus Software are application-ready and have been pre-tested for interoperability and reliability, so enterprises can get all the benefits of complex technologies while reducing the time, cost, and risk of deployment.

Callidus Software's TrueComp Enterprise Incentive Compensation Management System provided Network Appliance with the means to model, administer, and report any incentive compensation plan of any complexity. TrueComp is a robust application that fulfills the company's demanding incentive compensation needs. By tracking and managing changes to its compensation system as well as paying sale team members globally, Network Appliance can keep its compensation system from lagging behind sales.

Network Appliance added three Sun Enterprise™ 420R Servers with 4 gigabytes RAM and a one-gigabit interface, along with four Sun UltraSparcII® 450 MHz CPUs to run its TrueComp application solution.

Network Appliance Sees Results

Since the deployment of TrueComp, the company has seen a heightened confidence level in the way the sales reps are paid. Compensation reports are now Web-based and delivered as Services on Demand through the Sun ONE platform. "Uptime is great," says Elaine Iverson.

By winning the trust of the sales force with timely, accurate pay and Web-based reports, Network Appliance has been able to keep its sales people happy and more productive. "There really is more confidence in the system, so there is more confidence in the information coming out of it," says Ric McCormick. "Anyone who has worked with sales organizations knows that commissions are near and dear since they affect their paycheck, which is a very emotional item. If things are done correctly, it reduces those types of issues so they can go out and focus on selling."

For more information, visit:

www.Sun.com

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