

Coeo Solutions Modernizes their Commissions Process with Performio

Client:



Industry:

Telecommunications

Headquarters:

Downers Grove, IL



i About

Founded in 2014, Coeo Solutions is a leader in IP voice and data services. In addition to UCaaS, Coeo also offers world class SIP Trunking, SD-WAN & Network Access services. Thanks to its exceptional customer service, Coeo has become one of the leading telecom and connectivity companies in Chicagoland and the Midwest with offices in Illinois and Ohio. For more information about Coeo's services, visit www.coeosolutions.com.

? The Challenge

Coeo's billing system is tailored for the telecommunications industry and while it is a robust solution, managing commissions using the product proved very difficult.

"We knew we needed a product specifically for commissions," said Greg Mrofcza, Finance Manager, Telecommunications, Coeo. "We wanted the ability to see the logic behind the commission calculations and we just did not have visibility behind the iron curtain of the billing plans in our existing system. Other requirements included being able to implement new plan changes with ease. As a result, we decided to research other solutions and better understand what another vendor could provide for managing employee commissions."

“

With Performio we have reduced the time spent calculating commissions by half.”

Greg Mrofcza,
Finance Manager,
Telecommunications,
Coeo

The Solution

“During the process of evaluating Performio, the sales engineer asked us for our requirements and gave us a thorough demonstration,” recalls Mrofcza. “I appreciated that the Performio team really understood what we were looking to accomplish and proved to us that this was a solution that could get us started and we could grow with the software over time. I also liked the fact that they offered us a sandbox environment and that the implementation cost was upfront and did not require additional professional services fees as we made changes over time.”

After researching multiple incentive compensation management products, Performio stood out because it was simple and easy to use for someone who is not an experienced developer. In addition, the solution offered great value for the investment and did not require ongoing professional services fees to maintain.

The Results

“In addition to the strong features and functionality, I selected Performio because I needed a solution that was not impossible for me to manage on my own,” says Mrofcza. “Because of the complexity of our business, we must evaluate several factors of a deal, including the product, internally sourced or through a referral partner, pricing, and term length, before we can pay out a commission. In addition, we don’t pay the commission up front and it typically takes a four month period before a commission is paid in full.”

Today, Coeo leverages Performio to calculate commissions across the entire organization, as well as for their outside referral partners. Today reps can log-in and review their summary dashboard in Performio that shows them their commissions. The dashboards and reporting presents a clear picture to the reps.

“With Performio we have reduced the time spent calculating commissions by half,” says Mrofcza. “The old manual process of exporting data into Excel from our billing system was cumbersome, ripe for miscalculation errors, and could not scale, particularly as commission plans became more nuanced. On the part of the sales reps, there is more trust in the system. With Performio, we have more faith and confidence that our reps are out in the world selling and not spending time reviewing their commissions and doubting the accuracy of their payouts.”