

ChargePoint Triples Sales Team while Leveraging Performio for Commissions Management



Client:

-chargepoint+

Industry:

Electric Vehicle Infrastructure

Headquarters:

Campbell, CA

Size:

900 employees

i About

ChargePoint is creating a new fueling network to move people and goods on electricity. Since 2007, ChargePoint has been committed to making it easy for businesses and drivers to go electric with one of the largest EV charging networks and a comprehensive portfolio of charging solutions available today.

ChargePoint's cloud subscription platform and software-defined charging hardware are designed to include options for every charging scenario from home and multifamily to workplace, parking, hospitality, retail and transport fleets of all types. Today, one ChargePoint account provides access to hundreds-of-thousands of places to charge in North America and Europe. To date, more than 90 million charging sessions have been delivered, with drivers plugging into the ChargePoint network approximately every two seconds.

? The Challenge

The ChargePoint sales operations group was reliant on a manual process using Excel for managing commission payments. They were spending a lot of time pulling sales reports from Salesforce and billing reports from their ERP and combining them in Excel using vlookups. Managing splits was difficult and time consuming, as they had to review multiple reports, reconcile the vlookup's and check for errors. And when the commission calculations were complete, they then had to send individual reports out to more than 50 sales reps across North America and Europe.

"We were spending an enormous amount of time, 2 to 3 full days, managing sales commissions," explains Aarti Kumar, VP Sales Operations, ChargePoint. "The sales team was frustrated because they had no visibility and could not clearly understand their commissions."

“

One of my first tasks in improving our sales compensation program was to choose an ICM. Performio stood out because of the customer service and the ease of implementation.”

Aarti Kumar,
VP Sales Operations,
ChargePoint



The Solution

The team knew they needed to automate their commissions process and enlisted the IT department for help in evaluating an Incentive Compensation Management (ICM) solution. Their key requirements were a cost-effective solution that was easy to use and could be implemented in days.

“One of my first tasks in improving our sales compensation program was to choose an ICM. The IT department ran the evaluation and ultimately ended up comparing a well-known player and Performio. Performio stood out because of the customer service and the ease of implementation,” said Kumar. “I had personally gone through an implementation with a large ICM company at a previous company and it was not easy to get through. We spent \$400,000 just trying to get it going, and it still didn’t work optimally. Performio committed to coming onsite and work with us closely on the implementation at minimal additional cost. Overall, the cost was more favorable as the project had not been budgeted for, and we needed to get the most value for our investment.”

Performio stood out with its simple and easy to use interface, along with its professional services offering that was hands on and customer focused.

“

Performio is a huge upgrade from Excel. Excel does not scale. Performio is intuitive and does the job.”

Aarti Kumar,
VP Sales Operations,
ChargePoint



The Results

Today a team of two manages Performio part time, as a part of their sales operations roles. Performio provides full sales compensation automation and has reduced the time spent managing commissions from 2 - 3 full days per month to a few hours per month. This equates to savings of close to \$100K per year. Sales Ops, Finance and HR collaborate on the process to ensure the sales team members are paid correctly and on time.

“I love that with Performio I have all the information I need to manage sales commissions in one place,” said Kumar. “Performio is a huge upgrade from Excel. Excel does not scale. Performio is intuitive and does the job. It works well and it is reliable. The professional services team was helpful in getting us up and running on the platform.”

All sales reps at ChargePoint have access to Performio and can log-in and review their deals and the associated commissions. They can easily review each transaction and can reach out to sales ops, with any questions or to correct any errors.

ChargePoint is in an exciting market and they continue to grow their business. With the support of Performio in managing their sales commissions, ChargePoint now has over 100 sales reps and is confident they have a sales compensation program that can scale to support their future growth.