The CallidusCloud® Insurance Incentive Compensation Management (ICM) solution is part of the SAP® Sales Cloud portfolio. The solution helps insurance companies manage producers with incentive compensation, producer compliance, rules-based hierarchies, bonus and advance management, book of business tracking, and a wide range of other insurance-specific functionality.

Simplifying Compensation with CallidusCloud Insurance ICM

CallidusCloud Insurance ICM simplifies the process of managing your internal and external producers, regardless of the complexities commonly seen in the insurance industry. The solution includes support for unlimited rules-driven hierarchies, compliance tracking and verification, and a book of business. Along with those capabilities, you have the ability to manage client-defined performance metrics, advances, earned versus unearned commissions, debt management, and more (see Figure 1 for an example of a commission summary). All told, you have a powerful set of applications at your fingertips. License and compliance features further extend capabilities by supporting client-defined compliance standards and the ability to integrate with client administration systems, enabling you to verify a producer’s credentials related to the specific jurisdiction and product they are selling. In addition, built-in workflow automates your business processes – from simple approval to a complex, multi-step progression. CallidusCloud Insurance ICM is a proven platform that greatly enhances your organization’s operational efficiency.

Versatile Features for Managing Producers and Producer Incentive Compensation in the Cloud

The CallidusCloud® Insurance Incentive Compensation Management solution supports the following features:

- Comprehensive producer management
- Unlimited rules-driven hierarchies
- Unlimited rules-driven commission and bonus plans
- Integrated workflow engine
- Client-defined performance metrics
- Producer portal
- Web-based business intelligence and analytics
- Unlimited reports and dashboards
- Flexible advance and chargeback logic
- Web-based delivery of statements and reports
- Integration engine supporting batch and Web-services based integration

Key Benefits

CallidusCloud Insurance ICM helps insurance producers and managers to:

- Simplify integration to any number of external systems using native API-based Web services
- Provide support for complex producer relationship and performance tracking
- Simplify hierarchical tracking and payment
- Maintain a business-user focus, with unparalleled setup agility
- Improve sales performance and simplify pay-for-performance plan design
- Facilitate accuracy and transparency

Figure 1: Commission Summary for a Specific Producer
Providing Secure Information Through a Producer Portal
Use the producer portal to deliver commission statements, reports, dashboards, payment and performance history, and workflow support to your producers. The portal provides secure views of key producer information based on the same hierarchies used to pay compensation. This helps ensure that upstream producers in the hierarchy can “see” down the hierarchy while those in the downstream position are limited to viewing their own information. Giving online access to this information improves the producer experience and lessens the load on your call center.

Enabling Flexible Plan Design
CallidusCloud Insurance ICM supports an unlimited number of client-defined, rules-driven commission, bonus plans, and advance plans – with virtually no limitations in business rules or calculation logic. Your business users have the power to employ client-defined performance metrics, so they can fine-tune commission plans and maintain everything from the most simple rate-driven commission structure to highly complex performance bonuses. Metrics include premium contribution by product, line of business, retention, growth, loss ratios, and more. This flexibility allows your plans to keep up with the changes needed to achieve growth.

Offering Insightful Reporting, Analytics, and Dashboards
CallidusCloud Insurance ICM comes with a comprehensive set of standard reports. It also provides the tools to support client-specific report creation. Simple drag-and-drop tools allow customers to easily create their own reports, including automated scheduling and delivery. These built-in tools give your sales force the visibility they need to grow their performance.

Meeting Current and Future Needs with an Adaptable Data Model
The solution provides a customer-extensible data model that enables you to meet current business needs and adapt to future requirements. Extensive security controls and screen customization capabilities help you to show what you need, where you want it.

Streamlining Communications with Enhanced Workflow
CallidusCloud Insurance ICM can be delivered with an optional workflow platform that supports event-driven and user-generated workflow events. User-friendly configuration options allow non-technical users to set up tasks, resolution plans, and notifications. Using the producer portal, you can extend workflow functionality to producers. This has the benefit of streamlining communication with your producers, giving them more time to sell.

Supporting Batch and Real-Time Integration for Efficient Data Sharing
CallidusCloud Insurance ICM includes an integration engine that simplifies inbound and outbound connectivity with all external systems and data sources involved in payout processing. The integration engine supports batch and real-time integration (through Web services). It includes integrated mapping and translation tools and standard formats for receiving a wide range of data. The integration engine allows you to share data more efficiently across your organization, while saving time and money on development.

Providing Powerful, Proven Technology in the Cloud
CallidusCloud Insurance ICM is delivered in the cloud. We offer state-of-the-art data center and cloud operations support services that enable powerful performance with extensive security. Our delivery model allows our customers to focus on running their business. Our proven delivery model and seasoned operations staff help ensure a maintenance-free solution for a lower total cost of ownership.
SAP® Sales Cloud

ABOUT SAP SALES CLOUD

SAP® Sales Cloud solutions are part of the SAP Customer Experience portfolio. SAP Sales Cloud allows you to sell more and create a lasting connection with your customers with AI-powered solutions that transform your lead-to-cash processes.

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