

TELUS Mobility

Channel Compensation System Alignment



CLIENT PROFILE

TELUS Mobility, a subsidiary of TELUS Communications, operates both the Mike and TELUS Mobility PCS digital wireless networks, providing over 2.6 million clients across Canada with a full suite of wireless voice, Internet and data services.

BUSINESS CHALLENGE

As a result of several mergers and acquisitions, TELUS Mobility was operating multiple channel compensation systems across the country, with a myriad of differing business features and technical support requirements. This resulted in an inability to offer consistent nationwide sales incentives to dealers, while calling for higher than desired operational and support costs.

TELUS Mobility required a new, aligned channel compensation system to process and calculate the sales commissions and residuals for all sales channels, including more than 5,000 external sales agents, in a consistent and cost-effective manner.

PARTNERING FOR SUCCESS

TELUS Mobility needed temporary, skilled resources to supplement its own internal team. These resources would need to be familiar with the communications industry and able to perform under pressure. As well, developers would need technical skills to work with incumbent applications (MS Visual Basic, SQL Server) and TELUS Mobility's target application standards (Java, EJB technologies, Oracle).

Trigon was selected to assist in this high-profile initiative by contributing technical leadership and delivery skills, including architecture, design, business systems analysis and development expertise, thus extending the capabilities of TELUS Mobility's in-house development team during the course of the project.

MEETING THE CHALLENGE

Trigon's resources performed the following services:

- Led the technical assessment of the incumbent channel compensation systems and recommended the target solution.

Continued on Reverse...

"Trigon's A+ team players demonstrate excellent IT experience and professionalism... Their attention to business detail and proven implementation have resulted in high respect from both Business and IT groups."

Joanne Stone,
Manager for Channel
Distribution Systems,
TELUS Mobility



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CONSULTING BRIEF
(CONTINUED)



- Developed the overall application and system architecture for the target solution, including integration with numerous legacy systems.
- Worked with management to organize the immense initiative into phased deliverables, positioning for successful incremental consolidation of systems while minimizing business disruption.
- Led the mapping of existing business processes, as well as the definition of an aligned set of target processes.
- Led the development of, and contributed development resources to the delivery of Phase 1 of the target solution, with a budget of \$2.5M and development teams based in Calgary and Toronto.
- Transitioned the target application from an HP platform to a Sun Solaris platform.
- Consolidated system operations from multiple

locations across Canada to the Toronto Data Centre.

- Led the transition of application support services from multiple incumbent providers to a single target team.

RESULTS

As a result of Phase 1, all system operations and application support services have been moved to Ontario, and initial target system deliverables have resulted in the sun setting of one of the several incumbent applications, and a reduction in overall operational support costs.

As well, a successful relationship was forged during Phase 1, and Trigon resources are continuing to support TELUS Mobility in all additional planned project phases, including a migration of the Mike Dealers to the target National Channel Compensation System, and

also development of a fully aligned compensation model. In the end, TELUS Mobility will have a single, high-performance channel compensation system, enabling the organization to cost-effectively offer and manage innovative nationwide and regional sales incentives to all sales channels.

ABOUT TRIGON

Trigon Computer Solutions Ltd. is an information technology solutions provider, delivering advanced e-Business products and services to the communications industry.

For more information about Trigon's ability to provide consulting services to your company, contact Trigon at sales@trigon.ca or call (905) 470-4044.

