

SAP ICM IMPLEMENTATION FOR T- MOBILE

CASE STUDY



CLIENT ISSUES

T-Mobile was looking to implement the SAP ICM (Incentive & Commissions Management) solution across all of their businesses. This would provide complex commission calculations to manage payments to T-Mobile's Channel business and Retail Employees.

The implementation's goal was to provide a flexible solution, allowing commission schemes to be adapted quickly and efficiently to support the T-Mobile business strategies.

This was a complex implementation with the need to accommodate both internal and external commission payments. It was also necessary to look to the future in order to understand the requirements of the newly merged firm.

DEFINING THE PROJECT

Client:	T-Mobile
Business Division:	Channel Management & Retail Commissions
Location:	Hatfield, UK
Industry:	Telecommunications

Project summary:

This project was to implement the SAP ICM (Incentive & Commissions Management) solution, providing complex commission calculations for T-Mobile's Channel business and Retail Employees.

This was a complex implementation with the need to accommodate both internal and external commission payments.

WHAT WE DID

The DNASTREAM team was involved in the ICM ECC6.0 implementation, which included the following: -

- Multiple Channel Commission Schemes involving highly complex algorithms
- Settlement integration between SAP ICM and SAP FI & SAP Payroll
- Cutover activities during implementation
- Support and training

OUTCOMES

T-Mobile achieved the successful implementation of ICM for their business which enabled them to have a unified solution across all sales channels, both internal and external.

The specific requirements of this business were successfully incorporated into the solution.

The DNASTREAM team was able to consider both the current and future challenges in order to future proof the solution for ever changing sales strategies as well as potential requirements of the newly merged organisation.

The project was delivered on time and to budget.

TESTIMONIALS

“This was not a simple 'vanilla' implementation and required a lot of 'out-of-the-box' solutioning in order to meet the needs of a very diverse and changing business.”

Daniel Willoughby, Senior Commercial Manager,
T-Mobile

“Jackie's [Stanley, DNASTREAM] greatest strength was combining a deep technical understanding of SAP ICM with the ability to form real relationships with all levels of the business to understand, challenge and ultimately produce the final product that exceeded expectations.”

Lee Bunker, Head of Acquisition Commercial at EE