

# Merced Service Performance Management

*Driving Business Execution with Service Performance Management*



Merced Systems offers a suite of Service Performance Management solutions designed from the ground up to meet the unique needs of front line sales and service operations. By delivering personalized performance data to every employee in an organization while automating critical managerial activities, Merced Service Performance Management increases accountability and establishes a culture of continuous improvement essential to reach business goals.





## Analyze

Merced’s Service Performance Management solutions combine analytics, planning, and reporting to enable service organizations to analyze their business. Merced’s robust capabilities include performance analytics from cross-channel sources, dashboards for front line employees up to senior executives, and compensation administration to align performance.

## Execute

To enable service organizations to execute, Merced brings together employee development, incentives management, out-of-the box processes to improve your customer’s experience, and a flexible forms-and-workflow platform to automate ad hoc processes. These key features are among Merced’s Service Performance Management solutions’ key capabilities that provide the appropriate tools needed to drive business results by aligning behaviors in a timely manner.

### Typical Performance Improvements with Merced Systems:

- 6% increased asset acquisition 
- 12% higher customer satisfaction 
- 8% increased cross sales 
- 22% reduction in advisor on-boarding time 

## Why Service Performance Management?

Service organizations today face an environment where information and opinions are more accessible, technology is rapidly changing, and product and service options are increasing. As a result, customer satisfaction and loyalty are more important than ever. Despite these pressures, service organizations still need to deliver results. New products and services must be launched. Operational cost savings must be expanded. Prospects and customers must have exceptional service experiences.

For service organizations to deliver these results, they must focus on business execution. To ensure successful execution, a service organization must continuously analyze how teams are performing against goals and execute purposeful coaching to adjust and realign when necessary. Service Performance Management initiatives are the tools and the practices that are needed to do just this.

## Challenges in Executing Service Improvement Initiatives

Although it may seem challenging, determining core behaviors and targeting business results is straightforward. It is the execution of these strategies that is difficult for a service organization. Data is everywhere, and there is a lot of it. Data integration can be costly, time-consuming and prone to errors. As a result, business owners lack visibility into individual behaviors and aren’t empowered to take the needed action to drive better results.



## Key Solution Components

With the Merced Service Performance Management solution, operations professionals can easily manage incentive and compensation plan creation, administration, and payments, as well as resolve disputes and inquires. Front line agents can track their performance, view compensation statements, drill into specific service cases, and take steps needed to improve their own results. Service executives can gain visibility into the overall performance of their organizations, and determine what actions need to be taken to ensure their organization is aligned with the goals of the company. Service managers can monitor team performance, identify service reps that may require coaching, and assign performance improvement tasks.

- **Robust Data Management** – Empowers business users to aggregate sales performance data from disparate systems without the help of IT. Accelerates time to implementation.
- **Extensive Analytics and Reporting** – Intuitive, advanced functionality with pre-built, domain-specific content and an extensible and customizable data model. Helps service representatives to quickly and easily identify opportunities.
- **Automated Alerts** – Notifications to supervisors and managers of emerging problems to accelerate issue resolution and drive improvement.
- **Incentive Management** – Provides a way to manage dynamic variable pays for employees. Offers advanced features that increase incentive calculation accuracy, reduce costs for managing incentives and run a pay-for-performance system that rewards employees for achieving targets that align with business strategy.
- **Employee Development** – Managers are able to optimize the existing service team through performance-based segmentation and coaching, while representatives have the ability to view personalized task assignments and track progress.
- **Best Practice Library** – Repository where an administrator can load tools and resources such as training and research to help improve behaviors and results for individual representatives.
- **Intraday Reporting** – Supports interval-based reporting and is geared towards Command Center analysts, operations managers, and contact center management. Delivers a holistic, business-centric view of intraday activities that help identify and understand the root cause of issues as they occur, and provides tools to proactively address the problem.
- **Contact Center Analytics** – Advanced analytic application to quickly identify caller reasoning and then adjust coaching programs to target behavior that will significantly improve first call resolution.

## Architecture & Administration

Merced Service Performance Management is a 100% web-based, n-tier solution, proven to support tens of thousands of users. With simple web-based administration tools, the solution is quick to deploy and easy to maintain. The solution's open standards-based architecture meets the demands of even the largest enterprises and supports all major databases and platforms – ensuring the lowest total cost of ownership. Merced Service Performance Management has a single code base and can be delivered on-demand or deployed on-premise at the customer's discretion.

## About Merced Systems

Merced Systems is the leading provider of enterprise software solutions focused on Business Execution for Sales and Service organizations. Merced's performance management solutions help drive sales effectiveness, superior customer experience and operating efficiency across a range of vertical industries. Merced Systems' award-winning products serve Global 2000 customers, and include advanced analytics and reporting, incentive compensation management, coaching, and other performance execution applications. With a strong track record of growth and delivering business impact to its customers, Merced Systems has been profitable for the past eight years. Merced Systems is a privately held company headquartered in Silicon Valley and London, with major customers in more than 20 countries worldwide. For more information on Merced Systems, please visit [www.mercedsystems.com](http://www.mercedsystems.com)