Yorktel/ Caregility replaces Xactly and reduces commission processing time by 50%

Client:

yorktel **caregility**

Industry:
IT Managed Services

Headquarters:
Eatontown, NJ

ⓘ About

Yorktel is a video managed IT services company headquartered in Eatontown NJ that provides professional services for the assessment, design, integration, and management of video and audio communications. The world's largest enterprises and federal government agencies rely on Yorktel to take them through their visual collaboration journeys, from initial consultation and design to integration and managed services.

Ten years ago, Yorktel identified the need for a scalable, reliable, universal 24/7 telehealth platform. Yorktel built an innovative platform specifically for healthcare's complexities. Based on the success of this platform, in 2019 Yorktel spun out Caregility as a separate telehealth and remote patient monitoring company to further develop the Caregility platform and associated applications and solutions. Today, the Caregility platform supports millions of virtual care sessions across hundreds of hospitals and care environments, every year.

❓ The Challenge

The payroll and HR teams at Yorktel faced numerous challenges with their existing legacy platform, Xactly. With Xactly there was no FTP option, so they had to manually upload files and the calculation process would take more than ten minutes. The customer service experience with Xactly was also very frustrating as they would submit a ticket and never get a reply back to resolve an issue.

"Because Xactly's customer support process was broken, we ended up having to figure out the issue ourselves," says Lauren Wechsler, Human Resource Specialist. "We knew there had to be a better product and solution out there, so we did our research and narrowed it down to three providers, CaptivateIQ, QCommission, and Performio."

> **We are so much more confident in the numbers because we trust the calculations in Performio are accurate.**

Lauren Wechsler,
Human Resource Specialist,
Yorktel

⚡ The Solution

"After evaluating the three vendors, the Performio product stood out clearly from the other alternatives," says Wechsler. "With Performio, we had the ability to automatically import the commissions payout information each month. We no longer needed to review the reports and manually upload files, which saves us a lot of time. Performio can handle more compensation plans more easily. With Xactly it was much more rigid and you had to use their terminology vs. our own. We also loved the Performio dashboards."

✔ The Results

Today 170 users are on Performio including sales reps, department managers, and HR. They have achieved significant time savings as the time to process commissions has been reduced by 50%. They have also eliminated overpayment errors that were common due to manual mistakes.

"We are so much more confident in the numbers because we trust the calculations in Performio are accurate," says Wechsler. "The reps like Performio a lot better. In the past, they never wanted to log-in to Xactly because it was confusing to use and never had all the information available that they wanted to see. Today the reps are logging into Performio to view their commissions. The trust issues we had in the past with the reps have been eliminated and they feel comfortable that the commission payouts are accurate. The customer service has been fantastic. The white glove service is amazing and knowing we have this kind of support makes our jobs so much easier."