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Case Study

GRAINGER®

Now it all adds up for W.W. Grainger

Grainger boosts management of complex
nationwide sales compensation plans



Highlights

 **72% reduction** in the manual effort of sales commission processing

“Vistex has allowed us to integrate seamlessly with other SAP modules. This results in fewer manual steps, less human error and more consistent data.”

Dee Anne Altenhoff
BSA, W.W. Grainger



Overview

Like many wholesale distribution companies, **W.W. Grainger** had multiple divisions independently managing several systems and sales compensation plans. In addition, the maintenance of 3,000 sales rep compensation plans across the United States was labor intensive and included manual calculations, invoicing and reconciliation. Grainger needed a more consistent and disciplined process, one that consolidated execution into an organization-wide system, and that offered significant efficiencies, greater visibility and improved accuracy.



Solution

With a global SAP environment already in place, Grainger selected SAP margin optimization solutions by Vistex to further leverage its SAP investment, maintain a single data repository and help keep TCO low. It was critically important to the organization to be able to create and execute its compensation plans inside SAP ERP. Implementation started with the formation of a team of Vistex experts, Grainger business users and Grainger IT staff. This group used a series of blueprinting workshops to determine and document the business requirements – and to develop a detailed implementation roadmap.



Results

With SAP margin optimization solutions by Vistex, Grainger was able to combine its multiple sales compensation plans into one system, consolidate compensation data into a single repository, and integrate its processes with SAP ERP. The solution also enabled Grainger to automate core administrative functions, better follow standard accounting practices and provide business users with increased control over plan management. In addition, the solution offered employees the ability to view

their commission numbers via a web portal. Perhaps the most important benefit was that Grainger was able to slash the number of hours required for sales compensation administration, cut manual effort by 72% and continue to support its large sales compensation program with a significantly reduced headcount.



Headquarters: Lake Forest, IL

Industry: Wholesale Distribution

Products: Maintenance, repair and operations products/services

Revenue: \$10 billion

Locations: Distribution centers worldwide

Employees: 22,400

Solutions implemented:

SAP margin optimization solutions by Vistex

- SAP Paybacks & Chargebacks by Vistex
- SAP Incentive Administration by Vistex
- SAP Data Maintenance by Vistex, pricing option

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About W.W. Grainger

W.W. Grainger, Inc., a Fortune 500 industrial company, is North America's leading broad-line supplier of maintenance, repair and operating products, with additional distribution facilities and operations across Asia, Europe and Latin America. The company distributes more than 1.2 million industrial products, including electrical devices, fasteners, fleet maintenance equipment, hand tools, hardware, janitorial supplies, lighting, office supplies, power and plumbing tools, and safety, security and test instruments.