

You've finished your EIM implementation. What's next?

Deloitte Consulting LLP's Sales Force Effectiveness practice helps our clients' sales forces become more productive, effective, and efficient through a comprehensive set of service offerings

- Sales Model for the 21st Century
- Supporting Growth and Controls through Sales Organization Design
- Integrating a Sales Force Post-Merger
- Building a "Killer" Sales Force
- Sales Force Skill-Building and Growth
- CRM – Enabling Sales Force Effectiveness through *Real* Adoption
- Sales Process Improvements
- Sales Operations Excellence
- Driving Performance through Sales Compensation
- Improving Sales Productivity
- The Lost Art: Sales Management and Coaching
- Enterprise Incentive Management
- Incentive Compensation Excellence
- Commissions Intelligence
- Sales Compensation Administration Excellence

We bring a comprehensive approach to help address your most pressing business and sales challenges.

Financial Challenges

- Minimal revenue growth
- High cost of sale
- Lack of pipeline
- Long close cycle time
- Unusual seasonal changes
- Inability to forecast the value and timing of revenue
- Declining top-line performance

Market Competition

- Increased product diversification and solution sophistication from competitors
- Declining or loss of market share
- Market becoming more factionalized
- Threat of globalization
- Additional competitors entering the market
- Facing customers as competitors
- Pricing pressures
- Growing number of product or solution substitutes
- Failure to change to meet new market needs/demands

Organizational Design Issues

- Outdated metrics and reporting capabilities
- Managing a greater variety of performance metrics
- Structure doesn't meet current organizational needs
- Sales team does not know where to focus efforts
- Conflict between direct and indirect sales
- Increased business controls/regulation

Customer/Channel Challenges

- Low customer satisfaction ratings
- Poor communication plan
- Minimal collaboration and interaction
- Processes lack flexibility
- Channels not leveraged appropriately
- Demand for a pre-sales force to meet the needs of sales
- Increasing distribution channel complexity/channel conflict

Talent Management Issues

- Decrease in employee satisfaction
- High turnover rate
- Stagnant career track/performance management plan
- No established career progression and succession plans
- Inability to attract, retain and/or develop top talent
- Lacking appropriate/necessary skills to compete
- Sales team eschews training programs
- Increasing pressure on direct sales force to grow exponentially to support sales goals
- Inadequate recruitment, selection, on-boarding, and training processes and procedures

Managing Performance

- Long lead time to make compensation changes based on performance
- Constrained abilities to support SPIFs with the compensation tool
- Inability to accurately forecast
- Poor or too many/too few metrics

Contacts

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