

Sales Commission Management

REPORT-TO-RECORD (R2R) \ SOLUTIONS FOR FINANCE AND EXPENSE

Automate commission management with Rimini Agentic UX™

The Rimini Agentic UX Solution for Sales Commission Management — deployed over the top of existing ERP software from Oracle, SAP, Microsoft, Infor and others — delivers AI-enabled sales commission calculations and ongoing monitoring of commission policies. The solution uses intelligent, automated approval workflows, AI-powered insights and seamless data import to streamline the process.

Sales commission calculation and payout can be challenging for companies that still use manual processes. Often, it involves sales representatives entering billing and sales orders in the ERP system while administrators handle record extraction, commission calculation and approval routing manually. When errors are found, approvals must restart from the beginning, leading to significant delays and frustration among sales teams.

Introduce intelligent, AI-enabled expense management quickly

As the Rimini Agentic UX Solution, Powered by ServiceNow®, overlays existing ERP software without any need for ERP upgrades or migrations, organizations can deploy the solution fast — and quickly drive real, measurable results and value.

The process will:

- **Harness** AI for complex commission formulas to ensure correct payouts
- **Reduce** processing time via an integrated approval workflow across departments
- **Minimize** administrative workload by leveraging automated workflows, freeing up teams for higher-priority tasks
- **Increase** visibility into data and approvals for improved transparency and auditability
- **Deliver** a flexible, scalable solution capable of accommodating future changes

About Rimini Agentic UX™ Solutions

Rimini Agentic UX Solutions help make running ERP processes better, faster and cheaper. This intelligent, AI-driven user engagement layer is deployed over the top of existing ERP systems and releases, enabling a modern user, role and persona-based experience and automating workflows that leverage AI agents — without the unnecessary cost, risk and time required with ERP software upgrades and migrations.



LAY HONG BERHAD

Lay Hong BHD is a leader in the Malaysian poultry and food industry that operates through integrated livestock farming, food manufacturing and retail.

The company determined that its process for calculating and amending sales commissions relied too heavily on manual steps. Each approval stage of the process required comments for rejections, but tracking and visibility were limited.

The Rimini Agentic UX™ Solution for Sales Commission Management is designed to be deployed over the top of Lay Hong's existing SAP ECC 6 release with no required upgrades or migrations, automating the process to ensure accurate, efficient and transparent commission approvals across teams.

With this solution, Lay Hong anticipates a significant reduction in delays and administrative effort — increasing efficiency, improving accountability and enabling scalability.



Faster commission cycles

Automated workflows shorten processing and eliminate restarts to speed up commission reviews and payouts



More accurate payouts

AI-guided validation handles complex commission rules, ensuring correct, consistent payouts every time

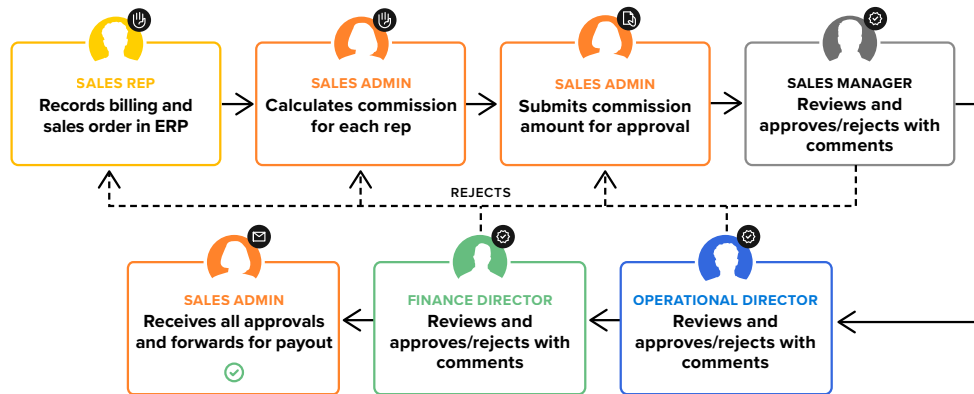


Greater transparency and auditability

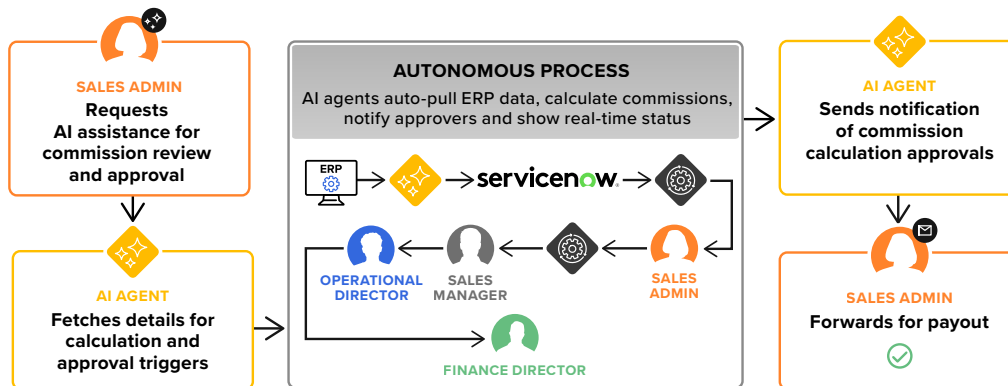
Real-time visibility into approvals and data provides clearer oversight and easier audit preparation

BEFORE: Traditional hands-on manual process

- Commission calculation time: **1-2 hours***
- Approval turnaround: **1-3 days***

**AFTER: Intelligent Rimini Agentic UX™ workflow automation**

- Commission calculation time: **<1 minute***
- Approval turnaround: **<1 day***

Rimini Agentic UX™Powered by **servicenow**

*Estimate

servicenow AI Platform Tools

- App Engine
- AI Agent Studio
- Flow Designer
- Service Catalog
- Employee Center
- ERP Canvas/Zero Copy Connector

Solution Benefits

- **Enhanced user experience:** AI-enabled ServiceNow UX for relevant personas
- **Integration:** Seamless ERP–ServiceNow platform integration for secure, automated sales data transfer and updates
- **Automation:** Automated workflow for commission calculation and help in approval routing
- **AI capabilities:** AI-driven commission formulas
- **Stronger governance:** Real-time dashboards and comprehensive, audit-ready approval tracking
- **Greater visibility:** Transparent status tracking and historical audit trail for all commission requests and approvals

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