



● CLIENT ENABLEMENT STORY

The best outcome isn't a longer contract. It's a client who no longer needs one.

Over a two-year engagement on the SAP Commissions platform, Canidium worked as the compensation partner for a significant, mid-level user of the system. The work centered on compensation plan configuration and administration, delivered through focused statements of work and shaped by a client who was structured, demanding, and precise about cadence.

That rigor became a strength. By working carefully within the client's established guidelines, the team built genuine, reciprocal trust over time.

When the client decided to bring compensation administration in-house, Canidium didn't treat it as a threat to the account. The team trained the client's new administrator on the system, and over time, that individual took ownership of the majority of compensation plan tasks. The engagement ended with the client fully self-sufficient, running the platform they were once dependent on Canidium to manage.

A true partner measures success by the client's strength, not the length of the contract.

The Outcome

Full Self-Sufficiency

The client's own team took over the majority of compensation plan tasks.

Two-Year Partnership

A sustained engagement built on reciprocal trust and precise delivery.

Knowledge That Stayed

Hands-on training transferred real ownership, not just access.