

# Transforming Compensation Management at Heartland Dental: A Case for SAP Commissions



Heartland Dental faced the challenge of streamlining its compensation system to support growth while ensuring accuracy and transparency. Previously relying on spreadsheets, they partnered with Canidium and Dickenson to implement SAP Commissions. The results were transformative: payments were accelerated by two days, workflows were automated to improve efficiency, and enhanced automation supported sustainable client growth.

## QUICK STATS

**Company:** Heartland Dental

**Headquarters:** Effingham, IL

**Industry:** Dental

**Products and Services:** Non-clinical dental support

**SAP SF Products:** SAP Commissions

## OBJECTIVE

Heartland Dental is the nation's largest dental support organization, providing non-clinical and administrative support services to 1400 dentists across 37 states. With a versatile customer base and plans to scale their clientele, Heartland needed to organize and streamline their compensation system while allowing transparent reporting to doctors, improved workflow automation, and reduction in payment errors, all while increasing speed to payment.

## WHY SAP

Heartland chose to partner with Canidium and Dickenson to implement SAP Commissions. With commissions data previously being tracked in spreadsheets, Heartland needed an all-encompassing and reliable system. The capabilities that drove the decision for SAP Commissions included: Flexibility of the solution, transparent reporting capabilities, automated workflow routing, centralization of compensation administration, and increased speed to payment.

## METRICS

- Close process moved up by 2 days, enabling doctors to get paid sooner.
- Automated workflow allowed removal of middle administrative layers.
- Improved automation allowed for sustainable increase in new clients.

## RESULTS: KEY ACHIEVEMENTS



Increased visibility to doctors via one dashboard, minimizing on-off report requests.



Empowered doctors via self service workflow to automate routing and adjustment approval.



Synced commissions data for bonus calculations, reducing payment errors.



Increased commissions automation, enabling quicker processing and a scalable solution.

## FUTURE PLANS

Heartland Dental plans to harness the power of its centralized compensation data to conduct deeper and more insightful analytics on its incentive plans and programs. By integrating all compensation information into a single, reliable system, the organization can identify trends, evaluate the effectiveness of various incentive structures, and make data-driven adjustments to better align with its strategic goals.