

Member Success Story

Con-way Uses CEB Solutions

CEB Total Rewards Leadership Council

Con-way's compensation team needed to reduce spend on outside consultants and resources without reducing its ability to execute against major compensation initiatives. The company saved approximately US\$280,000 by rolling out a redesign of its job and bonus structures using our resources.



- Transportation Industry
- 26,600 Employees (2009)
- \$4.3 B in Sales (2009)

Client Challenge

Reduce Spend Without Affecting Compensation

- Job evaluation and leveling project for all roles
- Creation of salary structures for all newly leveled jobs
- Redesign of the company's bonus plan

Solution

Effectively Communicated Compensation Changes

- Accessed our library of sample communications to develop new compensation administration guidelines
- Used CEB's data and analysis to convince senior leaders of the importance of transparency about compensation changes
- Applied our data to create manager training materials that build the business case to managers for effectively communicating changes to compensation
- Used CEB's analysis in employee rollout meetings to demonstrate the importance of employees understanding compensation changes and asking questions

Results

Project Fee Displacement

- Con-way now completes more work internally, and it has reduced spend on external resources by about half.
- Con-way saved approximately US\$280,000 by rolling out a redesign of the company's job and bonus structures, with limited support from outside consultants.

Improved Employee Understanding of Compensation Programs

Just months after the rollout of new job and bonus structures, the percentage of employees responding to the engagement survey that they understand compensation programs increased by 12% for Con-way's corporate offices and 5% for the company's Menlo Worldwide unit.

"My intent in working with the CEB was to be able to cut our spending on outside resources in half, and we certainly have done that."

Jessica Carbullido
Director, Compensation
Con-way

Contact Us to Learn More

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