



H&W Administration

# Mercer

## Report Abstract

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16-pages

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## Who is This Vendor Assessment For?

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NelsonHall's Cloud HR Transformation Services profile on Mercer is a comprehensive assessment of Mercer offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of H&W Administration and identifying vendor suitability for H&W Administration RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the H&W Administration sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Mercer's offerings and capabilities in H&W Administration services.

Mercer, headquartered in New York and a wholly-owned business of MMC, is a global leader in redefining the world of work, reshaping retirement and investment outcomes, and delivering health and well-being services. Mercer has 25k employees across 44 countries and is organized into three business segments (with the share of Mercer's global 2019 revenues):

- Health (36%): benefit strategy and design, individual and voluntary benefits, benefit plan management and brokerage services, specialty health and benefits, benefits administration, and international consulting. Outside the United States, these services are provided under 'Mercer Marsh Benefits'.
- Wealth (47%), consisting of:
  - Retirement Consulting and administration (27%)
  - Investments/Investment Management (20%)
- Career (17%): leadership and organization performance, technology solutions, workforce analytics and planning, communication, rewards, executive compensation, mobility and Workday deployment.

The Health and Wealth divisions comprise the majority of its benefits administration business. Outside the U.S., its health and benefits business, it services ~4k clients, and NelsonHall estimates Mercer has ~475 global benefits administration clients (excluding the US) with ~2m participants.

Mercer began offering benefits administration in 1937 and first established its H&W administration business in 1996. In 2014 it introduced the Mercer private exchange solution (Mercer Marketplace). It managed the businesses separately: benefits administration and the private exchange. It still has customers that use the private exchange with a co-sourced administration solution. In 2018 it merged these two businesses into one and targeted a more bundled service offering., now known as Mercer Marketplace 365+<sup>SM</sup>. It now has 264 clients with over 1 million lives on the Mercer Marketplace 365+ platform.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Mercer's H&W Administration services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## H&W Administration assessments also available for:

ADP

Alight Solutions

Benefex

Benefitexpress

bswift

Conduent

Darwin

Fidelity

Morneau Shepell

## About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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