



# **Mercer H&W Services**

## **Vendor Assessment**

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**17 pages**





## Who Is This Vendor Assessment For?

NelsonHall's H&W Services Vendor Assessment for Mercer is a comprehensive assessment of Mercer's H&W offering and capabilities designed for:

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



## Key Findings & Highlights

Mercer, founded in 1937 and headquartered in New York, New York, is a global HR consulting, outsourcing, and investment services organization. Its outsourcing business is focused exclusively on the provision of benefits administration services.

The company's H&W service offering includes H&W administration (including COBRA admin and spending account admin), healthcare claims advocacy services, absence management, and healthcare exchanges.

Mercer primarily targets large market organizations with more than 10k employees in the U.S. for its traditional H&W administration offering. Its exchange offerings are targeted at organizations with more than 100 employees.

Across all its H&W services, Mercer takes a largely horizontal approach, serving mostly private sector clients across both its traditional H&W business as well as its exchange business.

The majority of Mercer's H&W client base bundles in other services from Mercer, including consulting or DB and/or DC administration.

Mercer serves ~1.6m participants, including ~500k active and retiree exchange participants.

## Scope of the Report

The report provides a comprehensive and objective analysis of Mercer's H&W offering, capabilities, and market and financial strength, 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.

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## Report Length

17 pages

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## Benefits Administration Vendor Assessments Also Available for:

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