



H&W Administration

Morneau Shepell

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Cloud HR Transformation Services profile on Morneau Shepell is a comprehensive assessment of Morneau Shepell 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

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

Morneau Shepell, headquartered in Ontario, Canada, is an HR services and technology provider offering employee and family assistance, health and wellness, recognition, pension and benefits administration.

Founded in 1966 as an actuarial and benefit consulting firm, in 1997, W.F. Morneau & Associates merged with Sobeco in 1997 to establish Morneau Sobeco. It expanded to the U.S. in 1987 and began its outsourcing practice in 1996. Morneau Shepell, as it is known today, was formed in May 2008 through Morneau Sobeco's acquisition of Shepell-fgi – Canada's largest provider of employee health management and workplace training education services. It continued a path of acquisitions and, in 2019, made a significant acquisition of Mercer's large market stand-alone health and pension administration businesses.

As of January 1, 2020, Morneau Shepell business is organized into the following four business lines (with the approximate share of revenues):

- Well-being (41%): includes the provision of Employee Assistance Programs (EAP), children's support solutions, crisis/trauma support, HR support solutions, problem gambling, targeted health and wellness, and workplace learning
- Administrative Solutions (34%): includes pensions and retirement administration, H&B/H&W administration, HR call centers, pension and benefits software, and total rewards communication
- Retirement Solutions (13%): includes actuarial services; asset and risk management; compensation consulting; DC consulting; employee communication services; implemented consulting; international regulatory consulting; investment consulting; legal consulting, compliance, and governance support; pension design; pension regulatory services; retirement planning; and total pension outsourcing.
- Health and Productivity Solutions (12%): including absence management solutions, attendance support, leave management, disability management, and workers' compensation.

Across its overall benefits administration, well-being, and absence management services, Morneau Shepell has ~25k clients and touches ~48m plan participants.

Scope of the Report

The report provides a comprehensive and objective analysis of Morneau Shepell'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

Mercer

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

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