



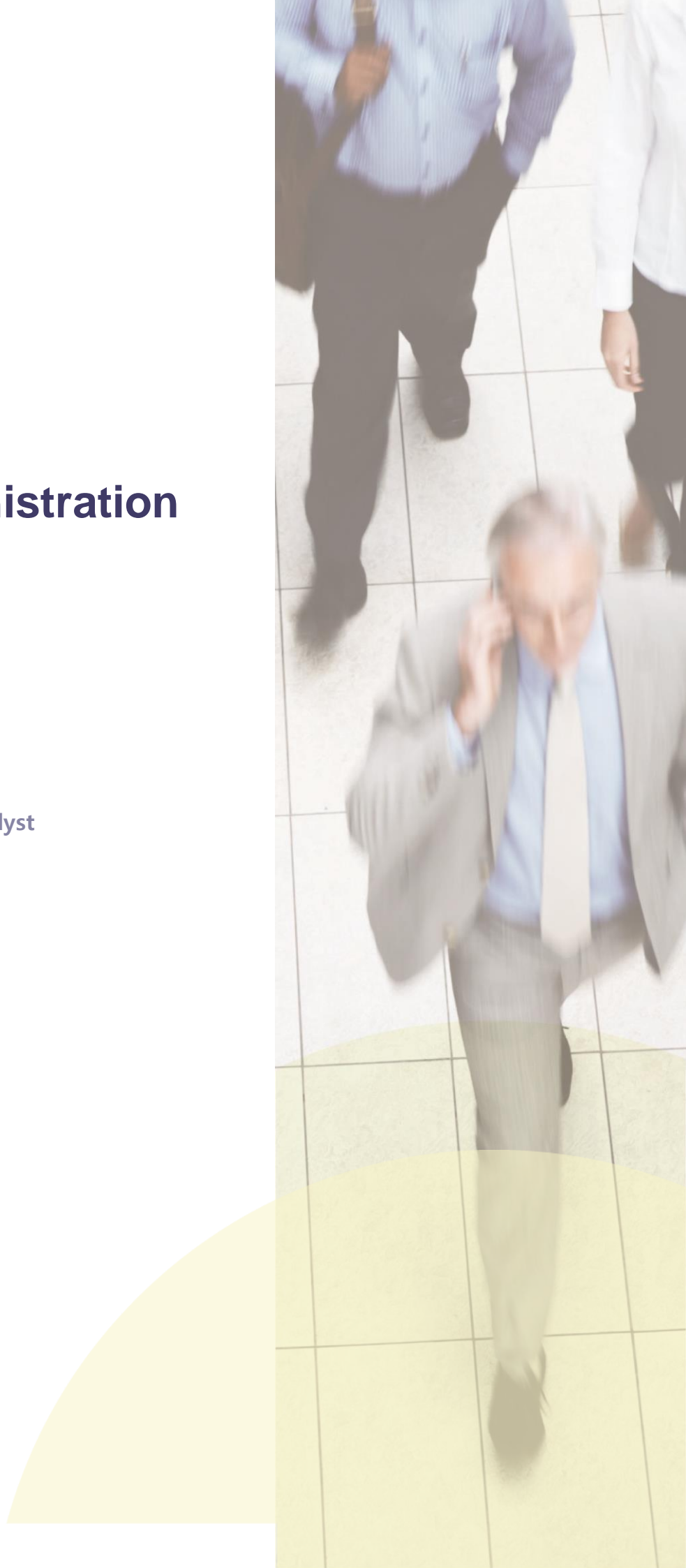
# **Mercer Benefits Administration**

**Vendor Assessment  
Report Abstract**

**September 2013**

**by Amy L. Gurchensky  
HR Outsourcing Research Analyst  
NelsonHall**

**31 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Benefits Administration Vendor Assessment for Mercer is a comprehensive assessment of Mercer's benefits administration offering and capabilities designed for:

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



## Key Findings & Highlights

Mercer is a U.S. headquartered HR consulting, outsourcing, and investment services organization. Its benefits administration offering varies by region. In North America, the company's services include DB, DC, and H&B administration including absence management and health care exchanges. In Europe, Mercer's offering includes DB, DC, and flexible benefits administration including total reward statements. In Asia Pacific services include DB administration, DC administration, and Mercer Super Trust.

The U.S. accounts for nearly ~50% of the company's benefits administration revenues. Australia is Mercer's second strongest market, accounting for ~30% of revenues. Other key markets include the U.K./ Ireland and Germany.

Mercer's targeting for benefits administration services vary by region. In the U.S., it primarily targets large market organizations with more than 10k employees with some differences by service offering. In Europe, the company targets organizations with more than 1k employees for its pension administration services. In Australia, targeting is at master trusts, corporate funds, and multi-employer funds.

Excluding flexible benefits administration, Mercer has ~2,130 clients and 7.2m participants across its benefits administration business globally.

## Scope of the Report

The report provides a comprehensive and objective analysis of Mercer's benefits administration 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.

## Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
	3.1 North America	
	3.2 EMEA	
	3.3 APAC	
	3.4 Multi-Country	
4.	Delivery Capability and Partnerships	
5.	Target Markets	
6.	Strategy	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Report Length

31 pages

## Report Author

Amy L. Gurchensky

[amy.gurchensky@nelson-hall.com](mailto:amy.gurchensky@nelson-hall.com)

## Benefits Administration Vendor Assessments Also Available for:

ADP

Aon Hewitt

Capita

Ceridian

Fidelity

Secova

T. Rowe Price

Towers Watson

Xerox