



# **Mercer U.S. Benefits Administration**

## **Vendor Assessment**

**September 2016**

**by Amy L. Gurchensky  
HRO Research Analyst  
NelsonHall**

**11 pages**





## Who Is This Vendor Assessment For?

NelsonHall's Benefits Administration vendor assessment for Mercer U.S. is a comprehensive assessment of Mercer U.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 administration sector.



## Key Findings & Highlights

Mercer is a global provider of HR and related financial advice and services.

Mercer's U.S. benefits administration offering includes DB administration, DC administration (via alliance with Transamerica), H&B administration, and private exchanges. Mercer also has a global benefits offering for MNCs, Global Benefits Management (GBM).

Mercer serves ~6.3m participants in the U.S.

## Scope of the Report

The report provides a comprehensive and objective analysis of Mercer U.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	
4.	Delivery Capability and Partnerships	
5.	Target Markets	
6.	Strategy	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

## Report Length

11 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

Empyrean

Fidelity

Mercer Australia

Mercer U.K.

Morneau Shepell

Secova

Willis Towers Watson

Xerox Services