

TRANSFORMING HR THROUGH THE POWER OF MERCER OPERATIONS SCANNER™

Like most successful companies, yours must counter tough competitive challenges in the marketplace. HR plays a critical role in ensuring that the organization gets the return on its most valuable investment – its people. But how can you make sure that your HR team is prepared to meet changing business demands and deliver what is needed to get the job done?

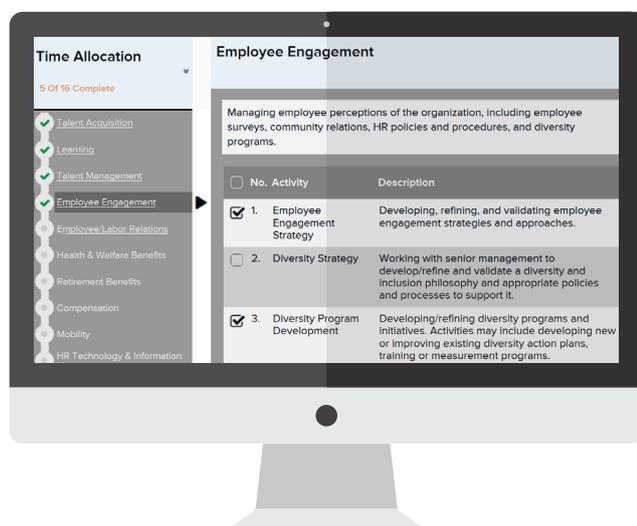
Mercer Operations Scanner™ gathers the necessary data to assess your current HR operations and help you make informed decisions about what to change to better support your company's success.

AN IMPACTFUL TOOL

Mercer Operations Scanner™ is a measurement and diagnostic tool that captures critical, quantifiable insights about how HR functions day to day. By administering a self-assessment survey to key staff – both inside and outside HR – you'll learn:

- How HR allocates its time.
- What value your employees and managers place on the services provided by your HR function.
- HR's effectiveness in delivering key services to the business.
- How the current structure impacts the way HR delivers services.

Based on this analysis, we can help you realign the HR function to support the strategic needs of your business. Data from Mercer Operations Scanner is particularly valuable in identifying redundancies and gaps, and provide the foundation for recommendations on how to reorganize or consolidate HR operations to improve service and lower costs. With a quantifiable understanding of HR's operations, you can determine how to achieve peak performance through in-sourcing, outsourcing, or co-sourcing – and you can invest confidently in the right service delivery model and technology to achieve optimal results.



HOW IT WORKS

Gain valuable insight in four simple steps:

1. Choose one segment or all of HR.
2. Customize the standard survey questions and identify participants.
3. Administer the online surveys, monitor status, and validate responses.
4. Analyze the findings and highlight opportunities for improvements.

Mercer Operations Scanner provides robust reporting to help evaluate your HR operations from several perspectives:

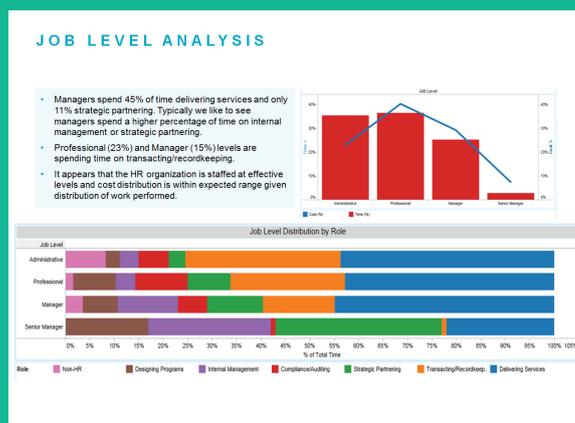
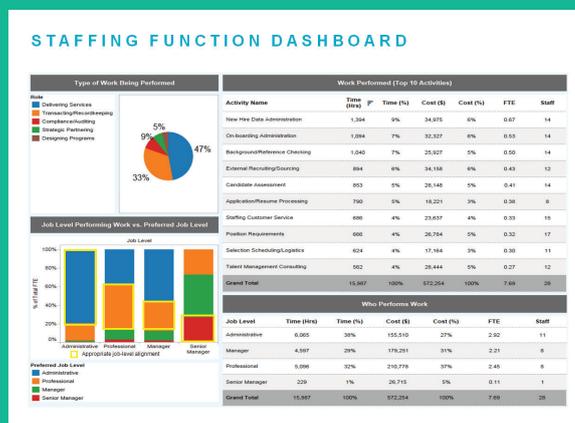
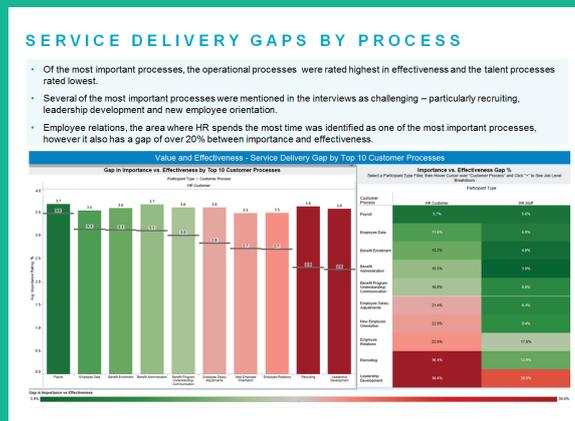
- The **Value and Effectiveness Report** provides the point of view of your key stakeholders in the business, in terms of what HR processes they value the most (now and in the future) as well as how well HR is performing today.
- The **Activity and Process Report** shows time spent by HR staff on each process and activity, resulting in a clear picture of where changes in process, technology, and staff will have the greatest impact.
- **Overlap Analysis** identifies redundancies and activity fragmentation that impair your operation's productivity.
- With the **Function Dashboard**, you can see at a glance how much time and money and how many people resources are currently dedicated to performing each HR function.
- The **Job Level Report** captures whether each HR role/job/department is performing its work at the appropriate level and highlights where work could shift to a lower level.
- **Benchmark Comparisons** allow for analysis of your organization's results against the Mercer database.
- **Mercer Modeler** explores potential service delivery options using real data to demonstrate how changes such as outsourcing, technology, and shared services would impact your organization.

MAKING INFORMED DECISIONS

Combined with other inputs, the data and analysis from Mercer Operations Scanner can help you build a business case and action plan for transforming your HR function to better support your business and human capital goals.

Post-implementation, Mercer Operations Scanner can be used to measure improvements in your HR function over time, enabling you to demonstrate the impact of the changes on HR and the organization as a whole.

ROBUST REPORTING FOR VALUABLE INSIGHTS



For more information or to see Mercer Operations Scanner in action, contact your local Mercer office or visit www.mercer.com