

HEALTH WEALTH CAREER

# INCREASING BUSINESS VALUE THROUGH HR TRANSFORMATION

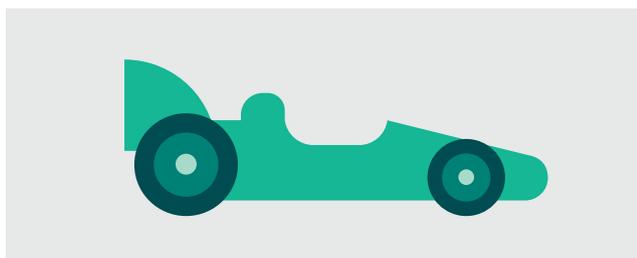


MAKE TOMORROW, TODAY



## RETHINKING YOUR HR FUNCTION TO BETTER SUPPORT BUSINESS OBJECTIVES

Recent workplace trends are putting more pressure on HR to demonstrate its value to the business. More than ever before, companies are seeing the need to fundamentally transform their HR processes and technologies to support stronger data analytics and enhance the employee experience.



### WHAT'S DRIVING HR TRANSFORMATION TODAY?

- Need for nimble HR functions that can support continuous transformative business changes.
- Globalization and the need to drive efficient standard HR processes.
- New cloud-based technologies that are mobile and social.
- The consumerization of HR services and the need to attract and retain millennials.
- The need for business-savvy HR teams that are focused on results through effectively deployed people resources.
- Relentless cost pressures, especially with mergers and acquisitions activity.

Many organizations understandably struggle to design and successfully implement transformative change. This is even more challenging when the transformation is happening within HR — as typically this will impact employees across the organization. This is where Mercer's expertise can help.



### MERCER BRINGS UNPARALLELED VALUE

- Assess and design the right HR operating model and organization structure to best fit your needs.
- Evaluate current technology and create an HR technology strategy/roadmap.
- Assess HR staff competencies and fit with future operating model requirements.
- Evaluate HR process design and identify potential areas for efficiency and automation.
- Enhance HR's strategic skills through our 2-day experiential learning program: Strategic Partnering for HR.
- Elevate overall professional skills in HR staff through the comprehensive Mercer Learning curriculum.
- Develop communication content and employee portals to bring your employee value proposition to life.

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“Mercer has evolved its capabilities in HR transformation consulting into a holistic offering that combines HR strategy, operations, and technology services and solutions.”

“Mercer's integrated approach reduces the complexity of HR transformation and ensures changes to HR programs are effectively communicated and adopted.”

Kennedy HR Transformation Report

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## MERCER SOLUTIONS AND SERVICES OFFERED

### HR EFFECTIVENESS

In a climate of unprecedented skepticism about the impact of HR, it has never been a better time to re-evaluate how HR can boost its effectiveness. As a strategic partner, HR is required to operationalize business and talent strategy in a climate of tightening costs and increasing talent complexity. Mercer can support end-to-end HR transformation efforts from HR strategy assessment to solution implementation to ensure transformation efforts do not add to HR's burden.

We offer:

- HR Diagnostic
- HR Organization Design and Implementation
- HR Service Delivery Model
- HR Shared Services
- HR Governance
- HR Talent Assessment and Development
- HR Process Redesign
- HR Sourcing and Selection
- HR Technology Strategy

### HR TECHNOLOGY

Managing today's talent pools is critical and requires a human capital management (HCM) system that gives organizations the power to understand and act on their talent needs. Selecting and implementing a new HCM system, or augmenting an existing system, is fraught with challenges due to the sheer scope and magnitude of the undertaking. As the world's leading HR consulting firm, Mercer has the right team and expertise to help ensure that your HR programmes, processes, and service delivery model are fully aligned to the new system from the start — allowing you to unlock its full potential.

We offer:

- Vendor Selection
- Business Process Design
- Data Strategy and Readiness
- Job Family Architecture Strategy
- Technology Deployment Services
- Technology Optimization Services
- Workday Production Support as a Service (PSaaS)

### CHANGE IMPLEMENTATION

Effective change implementation helps transition key stakeholders seamlessly from current state to a desired state in order to unlock the full value of the change. All change approaches are not created equal. Mercer's change implementation approach is pragmatic as it focuses on supporting the people side of equation, coupled with a rigorous approach to managing and executing the change.

We offer:

- Change Strategy and Readiness
- Measurement
- Leadership Alignment
- Engagement
- Communication
- Training

## MERCER'S PROPRIETARY TOOLS AND SOLUTIONS

### Mercer Operations Scanner™

A measurement and diagnostic tool that captures critical and quantifiable insights into how HR operates day-to-day.

### Mercer Human Capital Scan

An online tool used to gather input from management on business strategy, current people practices and future needs.

### HR Scale Sizing Tool

A tool used to determine the appropriate amount of resources needed to support HR using two quantitative sizing approaches that are complemented by qualitative considerations.

### HR Capability Builder™

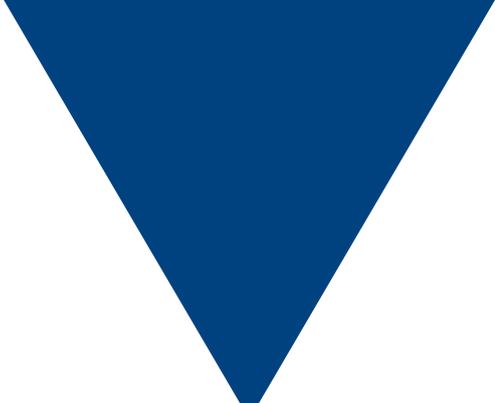
Assess HR capabilities at every level and across all functions using Mercer's research-based competency framework designed specifically for the HR population.

### Mercer Learning

A comprehensive curriculum of classroom, online, and just-in-time training to accelerate HR capability.

### Strategic Partnering for HR

A 2.5 day experiential learning workshop to equip HR professionals with the insights, skills, and motivation to balance the transactional, tactical and strategic demands that business makes on HR.



## ABOUT MERCER

At Mercer, we make a difference in the lives of more than 110 million people every day by advancing their health, wealth, and careers. We're in the business of creating more secure and rewarding futures for our clients and their employees – whether we're designing affordable health plans, assuring income for retirement, or aligning workers with workforce needs. Using analysis and insights as catalysts for change, we anticipate and understand the individual impact of business decisions, now and in the future. We see people's current and future needs through a lens of innovation, and our holistic view, specialized expertise, and deep analytical rigor underpin each and every idea and solution we offer. For more than 70 years, we've turned our insights into actions, enabling people around the globe to live, work, and retire well. At Mercer, we say we Make Tomorrow, Today.

Mercer LLC and its separately incorporated operating entities around the world are part of Marsh & McLennan Companies, a publicly held company (ticker symbol: MMC) listed on the New York, Chicago, and London stock exchanges.

For more information, visit [www.mercer.com](http://www.mercer.com).