



MERCER MARKETPLACE 365+ HELPS ABLE SERVICES MAKE BENEFITS CLEAN SWEEP TO LOWER COSTS 9%, OFFER CHOICE

Started in 1926, Able Services today is America's largest family-owned provider of janitorial, engineering and facility solutions. It has more than 17,000 employees, with several thousand being benefits-eligible, in 46 states serving more than one billion square feet a day. To better manage costs and attract employees, Able needed to offer affordable, competitive benefits — and it had to make that possible in record time.

Able's diverse team is spread across the country and includes engineers who work on site, janitorial staff who rotate among buildings, union and non-union employees, and aging workers who have been with the company for years. Benefits were specific to clients and locations, creating multiple interpretations of a one-size-fits-all plan that was complicated, expensive and unsustainable.

KEY CHALLENGES

- Completely revamp health and benefits to become more sustainable and simplified.
- Lower costs.
- Automate enrollment for all employees.
- Boost choice to accommodate employees at different life stages.

MERCER MARKETPLACE 365+ SOLUTION

Able and Mercer worked together to customize a Mercer Marketplace 365+ solution that offers:

- **More choice** from a broader plan selection for all employees, including those with tenure for whom keeping their established doctors is important, as well as access to flexible spending accounts and other ancillary benefits
- **Best-in-class enrollment** with easy-to-use online decision-support tools that help guide employees through their options and enable them to make confident decisions
- **Ongoing support** through a dedicated call center with bilingual benefits counselors who answer questions and help employees understand how to use their benefits

- **Streamlined administration** that began with a successful transition in which Able and Mercer worked together to develop highly detailed, honest timelines of how long and how much support it would take to move to the platform while remaining ERISA compliant

RESULTS THAT KEEP DELIVERING

Able's Mercer Marketplace 365+ solution delivered immediate and ongoing results:

- Lowered costs nearly 10% in its first year.
- Gained more predictable spending for better budget planning.
- Helps recruit and retain employees.
- Achieved flexibility to analyze, change options.

IN THEIR OWN WORDS

"We went from 5 mph to 100 mph in six months. We totally turned our offerings upside down from a one-size-fits-all model to one with more choice and lower costs."

— John Sperry,
Vice President of Human Resources, Able Services

ABOUT MERCER MARKETPLACE 365+

Mercer Marketplace 365+ clients have the advantage of scale with the flexibility they need bundled into a future-ready solution that helps employees live healthier lives, simplify their healthcare experience, and save money along the way.