What if you could have 100 percent visibility into the business processes?

Mercer is a global leader for HR and related financial advice, products and services. Mercer has three divisions: consulting, investments and outsourcing. Mercer works with clients to solve their benefit and human capital issues by designing, implementing and administering health, retirement and other benefit programs. Mercer is spread across 40 countries and has more than 20,000 employees.

Business case

As a global company, Mercer faces many challenges posed by current and anticipated growth needs. They have multiple and disparate record keeping systems and functional systems with limited automation that is often brought together through human effort.

There is a need to automate the processes in these systems as manual intervention results in errors. Moreover, the current Appian BPM solution has performance issues and requires extensive hardware to run.

One of the major challenges is to implement a cost effective and light footprint BPM solution.

Also, there is a need to leverage the existing systems that were built on aging technology while giving the business options for replacing them over time.

Along with these challenges, there are many requirements to efficiently and effectively exchange work with low-cost global service centers.

The solution

Mercer leverages the OpenText Cordys platform to streamline the administration processes, such as document management and health plan carrier file transmission. By implementing this leading-edge technology, Mercer has increased operational efficiency, creating the infrastructure to support the growing demand for its benefits administration services.

With OpenText Cordys, Mercer has successfully automated core operational processes to improve customer service delivery and satisfaction.

INDUSTRY

Banking and Financial Services

CUSTOMER

Mercer

CHALLENGES

- Multiple, disparate systems with limited automation
- Reduce the operating costs of running a BPM solution
- Better visibility into the long running processes

SOLUTIONS

- OpenText Cordys BOP
- OpenText BPM

BENEFITS

- Reduced per-transaction cost
- Improved labor ratios
- Improved accountability
- Reduced duplicate data entry

Besides, OpenText Cordys has helped them in improving their business operations through change and innovation. Using OpenText Cordys BOP, Mercer has managed to integrate and streamline the administration processes and replace the existing major Appian production applications for thousands of users. This includes Document Management, Data Management, Outgoing Carrier Files and Reporting.

OpenText Cordys has helped Mercer in providing all the new production applications for their startup Mid-Market Business HR Services group with some key processes like Auditing, Client Billing and Client Payroll Services.

Business benefits

With OpenText Cordys, Mercer has transformed and automated their key processes whilst leveraging their existing systems to drive down cost, meet business SLAs and increase business efficiency.

"As we looked across the market, OpenText Cordys really stepped up and demonstrated that they had a vision and a solution that we really believed in."

MICHAEL MORDAS,
GLOBAL CHIEF INFORMATION OFFICER,
MERCER OUTSOURCING

Mercer has optimized manual processing that can be done in low-cost global service centers with reduced cost per transaction. Also, it has automated processes for data and document management.

Now, automated and exception-based processing allows Mercer to handle higher volumes with greater accuracy and fewer staff. This has improved labor ratios. In addition, with the implementation of OpenText Cordys, accountability has improved with consistent methods for measuring SLA attainment.

Mercer also saw a considerable reduction in duplicate data entry and wasted man hours. ∎

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