

TOTAL BENEFITS ADMINISTRATION

CONSOLIDATING PENSION AND HEALTH & BENEFITS ADMINISTRATION WITH SINGLE PROVIDER TO PROVIDE AN INTEGRATED, EFFICIENT, AND CONSISTENT BENEFITS PROGRAM

BACKGROUND

- Large automobile manufacturer with more than 25,000 US employees
- Long-term relationship with Mercer for retirement, health & benefits, and communication consulting
- Five locations with separate benefit systems and plan designs
- Some pension and health & benefits plans administered in-house, others outsourced to different vendors

CHALLENGES

- Focus on implementing large-scale cost-saving measures due to the challenging economic environment
- Dissatisfied with the level of flexibility and customized support being provided by existing administrative vendors
- Different benefit offerings and plan designs based on location translated to inconsistent employee experience
- Faced the added operational complexities caused by procedural inconsistencies and decentralized information
- In-sourced/resource constraints

MERCER'S SOLUTION

- Integrate and streamline benefits administration for all locations
- Collect, validate, and consolidate all data onto a single platform to provide improved accuracy and greater efficiencies
- Partner with client to conduct extensive upfront planning, on-site workshops, thorough testing and numerous go-live evaluations to ensure readiness for implementation
- Provide a consolidated weekly status report to make it easy for key stakeholders to follow overall implementation progress

RESULTS

- Consolidated administration and consulting services with one provider to create operational efficiencies and consistent processes
- Converted all locations to the same benefits platform to improve procedural consistency and participant experience
- Delivered an on-time and successful implementation for both pension and health & benefits administration
- Successfully transitioned to new outsourcing provider, with less than 1% of the employee population experiencing any issue post-implementation
- Greatly reduced the client's involvement in day-to-day operations, freeing internal HR staff to take on more strategic initiatives
- Worked closely with the client's wellness vendor to provide more timely information, and helped improve program participation