

## COMBINED DB AND DC SOLUTION

DELIVERING CRITICAL SHORT-TERM SUPPORT AND LONG-TERM ACTUARIAL AND ADMINISTRATION SOLUTIONS TO SUCCESSFULLY HANDLE MERGERS AND OTHER MAJOR CORPORATE CHANGES

### BACKGROUND

- Large provider of online marketing and print advertising solutions, with approximately 5,000 U.S. employees
- Two companies with multiple actuarial and administration relationships merged in 2005
- Hired Mercer's consulting business in 2007 to analyze comprehensive retirement program
- Client opted to freeze DB plans and search for single actuarial-administration provider as a result of Mercer's analysis
- Hired Mercer in January 2009 to deliver actuarial, DB, and DC outsourcing services

### CHALLENGES

- Complex history of mergers, acquisitions, and other corporate changes
- Struggled to manage multiple retirement program vendors
- Inaccurate DB calculations by previous providers resulted in negative employee experience
- Filing for bankruptcy in 2009 resulted in restricted pension payouts, complicating DB administration

### MERCER'S SOLUTION

- Provide DB actuarial services and combined administration for DB and DC programs
- Create single integrated retirement portal for employees
- Clean up and consolidate all DB plan data
- Implement temporary call center to communicate changes and support employees during transition

### RESULTS

- Successfully merged DC plans and implemented actuarial and administration under tight deadline
- Consolidating administration under one provider created operational efficiencies and reduced client workload (allowing more strategic focus)
- Single actuary for all DB plans resulted in more effective plan management and proactive strategic advice from Mercer
- Temporary call center provided employee pension details during transition
- Single portal for DB and DC benefits helped employees see total retirement picture, improving online experience