

# INTEGRATED DB SOLUTION

PROVIDING COMBINED ACTUARIAL-ADMINISTRATION SUPPORT FOR MORE EFFECTIVE DB PLAN MANAGEMENT AND AN IMPROVED EMPLOYEE EXPERIENCE

## BACKGROUND

- Large global consumer products company
- Mercer's consulting business has been client's actuary for 25 years
- Client insourced active DB administration, but outsourced retiree administration to Mercer for the past 10 years
- Mercer previously assisted in the implementation of the pension system used for the insourced solution

## CHALLENGES

- Complicated DB program due to more than 200 acquisitions and 140 unique pension formulas
- Client inadequately staffed to manage multitude of pension formulas for more than 68,000 pension participants
- Complexity of client's DB program was outgrowing current insourced arrangement, increasing system errors

## MERCER'S SOLUTION

- Mercer's consulting team analyzed DB program and identified outsourcing as a strategic priority
- Replace insourced systems with scalable, leading-edge Mercer outsourcing technology
- Leverage consulting team's client and plan knowledge to facilitate transition to a fully outsourced DB administration solution
- Supplement client's internal retirement benefits team with Mercer resources

## RESULTS

- Combined actuarial and plan administration services enabled Mercer to implement highly complex integrated solution within 12 months and reduce client involvement
- Technology upgrade has increased the accuracy of DB data and improved service levels, likely resulting in a significantly better employee experience
- Real-time data sharing and expertise of Mercer's cross-LOB team is leading to more effective DB plan management and more proactive strategic advice from Mercer
- With ongoing resource support from Mercer, client is appropriately staffed to focus on more strategic HR initiatives