

# MERCER

Consulting. Outsourcing. Investments.



MARSH MERCER KROLL  
GUY CARPENTER OLIVER WYMAN



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## **Pensions and benefits administration Re-evaluating sourcing strategies to balance cost, risk and service**

Jonathan Mindell, Mercer

Janis Ireland, Mercer

[www.mercer.com](http://www.mercer.com)

# Reasons to outsource

## Why are organisations considering outsourcing?

Focus on  
core business

Cost management

Acquire  
innovative ideas

Risk management

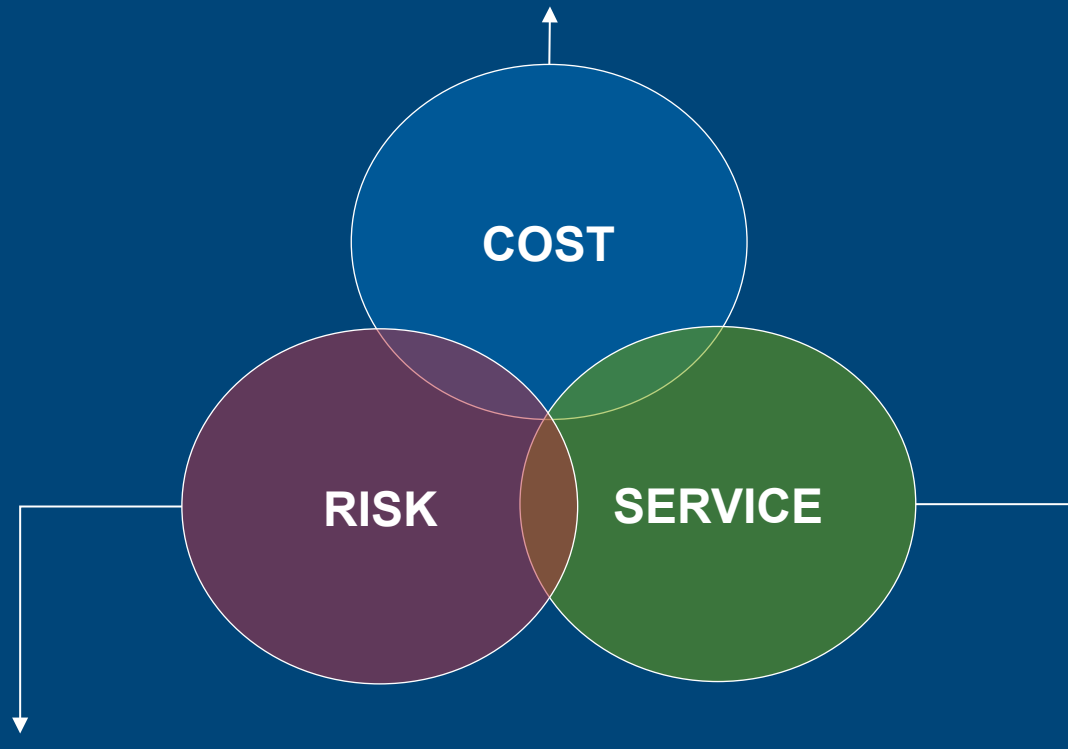
Lack of  
internal expertise

Higher quality service

## Reasons to outsource

### The Mercer model – pensions administration

Value for money service with cost transparency and certainty



Mitigating in-house risks and managing risks through transition and beyond

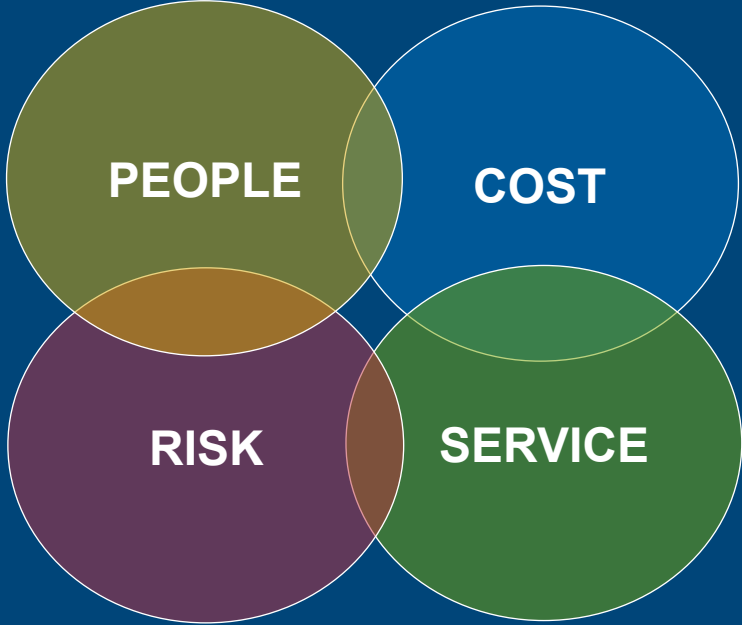
Efficient, high quality service, designed to meet stakeholders' needs

# The result

## What does 'good' look like?

Integration with our skilled team  
Training and development  
'Partnering for success'

Cost savings and ROI achieved  
Value for money



Transition delivered on time and within budget  
Compliant and well governed scheme  
Consistent service and regular reporting

Seamless transition  
Satisfied members  
Satisfied trustees/scheme sponsors

**The outsourcing experience**  
**A case study – Scottish & Newcastle**

