

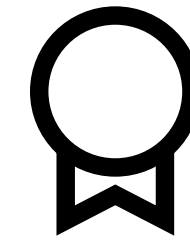
Latin America Production and Analytical Services Transformation



By 2014, Mercer's Latin America information solutions business was facing low client satisfaction levels and quality issues, accompanied by high turnover and increased costs of product delivery.

Transition survey production and analytical services processes to Warsaw and leverage from the existing skilled workforce, high quality and process maturity, achieving cost reduction for the business.

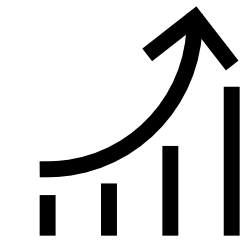
By capitalizing on the experience of the existing Warsaw Operations Team plus standardization, Mercer reduced the probability of quality incidents and increased the levels of client satisfaction.



NUMBER OF ERRORS

Decreased by 68%

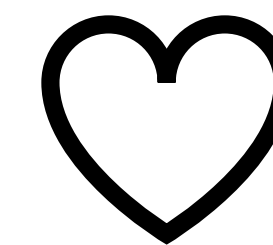
Thanks to implementing existing standards and processes



PRODUCTION COSTS

Decreased by 15%

Thanks to the capability of the existing Warsaw Operations Teams



CLIENTS' SATISFACTION

Increased by 4%

Thanks to the delivery of a consistent client experience

The Team

