



MERCER

MAKE TOMORROW, TODAY



Delivering success for
global businesses

Success stories from ADOPT customers



20,500
employees

On-demand training for a learn-by-doing generation' Since January 2011 when Mercer replaced various stand-alone HR systems with an integrated **talent management system for over 20,500 colleagues across the globe**. They began to observe that many had by-passed the training materials, preferring to jump right in and learn through doing. Others expected to be taken through the new system in a training event. Their system was great, but their workforce needed on-demand access to training content at the point of need.

Mercer is the global leader for trusted HR and related financial advice, products and services. With more than 20,500 employees serving clients in over 180 cities and 40 countries worldwide.

In January 2011, Mercer replaced various stand-alone HR systems with an integrated talent management system to be used immediately for goal setting by 20,500 colleagues across the globe. Many had by passed the training materials, preferring to jump right in and learn through doing. Others expected to be taken through the new system in a training event. A lot of time was spent supporting colleagues in using the new system for a successful goal setting season. The HR team realized that their workforce needed to have direct access to training content at the point they needed it, delivered in bite size consumable pieces.

Mercer invested in ADOPT's training and communication platform as part of a strategy to



"We estimate our training investment in Goal Setting through ADOPT to be around **\$3 per head – A great result.**"

Fiona Fieldhouse - Principal and TM Processes Consultant, Mercer

reengage the workforce. For January 2012 goal setting, ADOPT worked with Mercer to create multi-lingual video vignettes. These were placed front and centre on the system homepage. Professional presenters conveyed cultural, system and skills messaging in five languages so that people could access information in their native language. "A real person speaks to you," says Fiona Fieldhouse. "They show you what to click and why it's important." The result ensured that their entire workforce could access clear, concise and localized communication.

Using the ADOPT video platform has given Mercer's HR team a recognizable communication channel that can be accessed by their entire workforce from directly within their software application. For Mercer **these videos were accessed by 30% of colleagues with up to 400 viewers a day across five languages.** This led to an increase of 15% completion of goal setting by deadline on the previous year. Importantly, queries to HR department inboxes decreased markedly. The HR department only 15% of the time of previous year supporting colleagues.



ADOPT is the leading Digital Adoption Platform (DAP) helping businesses manage large scale change, ensuring high user adoption and return on investment in software.