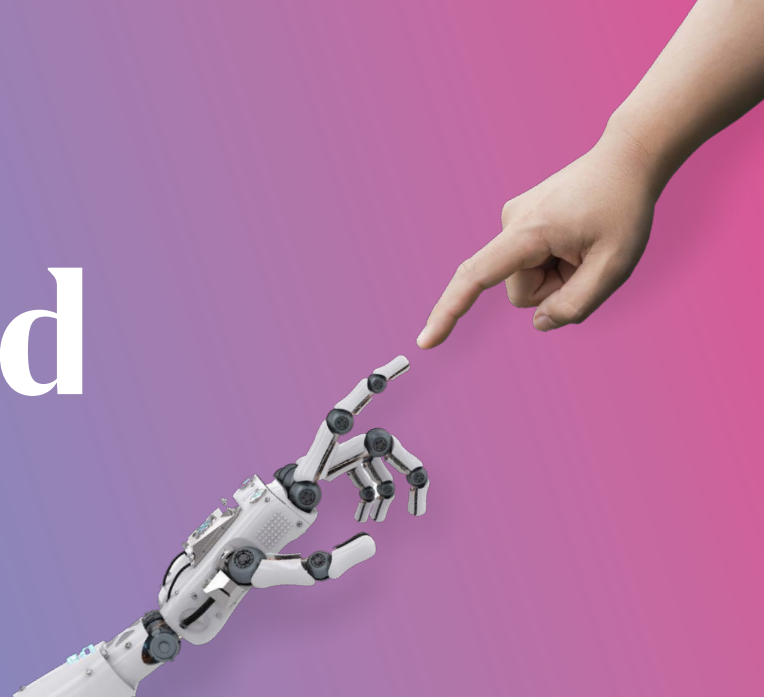




mobile, talented and  
**connected**

Mobility Management Platform  
Digitise mobility, deliver experience

In collaboration with ServiceNow®



According to Mercer's Global Talent Trends 2020 study, focusing on the employee experience is HR's top priority for the year.

As we adapt, reset and transition into a new world, this continues to be the case, with a focus on digital collaboration and employee experience, whilst having the appropriate analytics available to optimise costs and workforce.

The changing number and type of assignments drive the need for a proven mobility management technology



Changing landscape of assignments



Increasing variability of assignment types



Learner mobility function



Increasing demand for mobility management technology

Increased compliance and business risks

As companies continue down the road of digitising their business processes and data, Mercer has developed an exceptional and transformational platform that simplifies the management of all international and domestic assignments, delivering a consumer-grade employee experience.

welcome to brighter

## Introducing MMP - Mercer's Mobility Management Platform

*Mercer's extensive mobility expertise in collaboration with ServiceNow's digital workflows and enterprise cloud platform*

MMP is a technology solution, in collaboration with ServiceNow®, that helps manage complex mobility programmes by bringing all aspects of an organisation's international and domestic assignments, along with proprietary Mercer data, together in one place. It provides an interactive, configurable, real-time data and content experience while simplifying workflows, lowering costs, reducing risks and tracking the return on investment. Various stakeholders of an assignment programme can leverage the platform to work in partnership with each other, ensuring a seamless process and requiring less HR administrative support, as we take the process from manual to automatic, while reducing data entry duplication.

MMP combined with our full suite of consulting services makes it even easier to get the unparalleled support you need in your mobility journey. Mercer is the only provider to offer their clients the data, tools and experience that will help HR professionals, managers and expatriates meet the organisation's specific mobility needs with practical advice on policies, procedures and program design.



## Mercer Mobility Management Platform Major Components



Assignee search



Cost Estimate and Compensation Calculation tools



Approvals and workflows



Assignee tracking



Report dashboards



Analytics



HRIS integrations



Integration with vendor systems

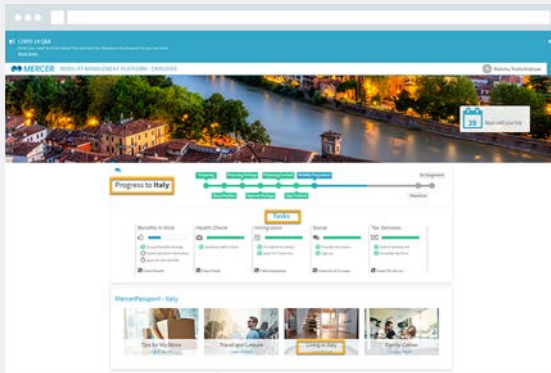
The platform is able to serve not only as a "system of record", but also a "system of action" for mobility related activity through the assignee's lifecycle.

# Exceptional and Transformed User Experience

*Mercer's Mobility Management Platform integrates all stakeholders of the mobility process, delivering a best-in-class user experience across all levels of the organisation.*

## Employees and their Families

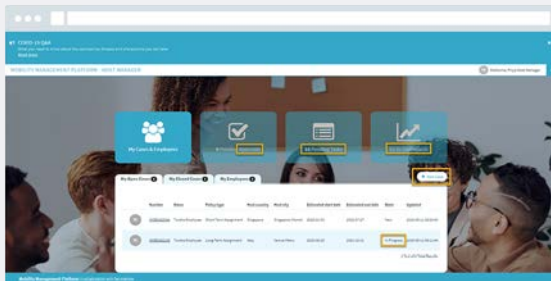
Assignees are guided through the process step by step, for a seamless, stress-free experience.



- Mobile friendly access portal with live chat function
- Location specific guides and videos
- Visibility of tasks and easy "on-the-go" completion
- Access all your documents in one place!
- 24/7, on-demand self-service portal
- View and sign contracts from any mobile ready device (via Adobe Sign)
- Manage tasks from third party vendors (tax, relocation, etc. reducing the need to access multiple portals)

## Management Team

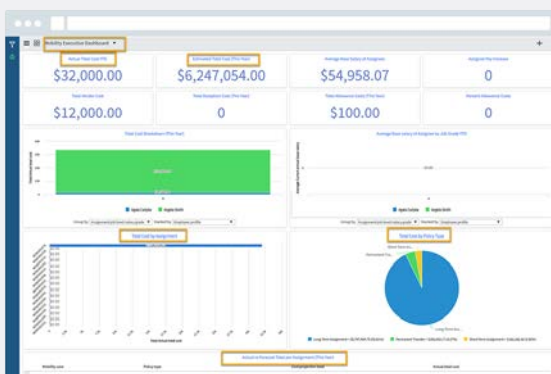
Managers across the business gain transparency and control with their own dedicated portal.



- Manage tasks with ease
- Cross functional, configurable workflow approvals
- Approve candidates and compensation in one place
- Initiate new cases
- Visibility of mobile population with powerful filtering tools (geo and policy type, etc.)
- Dashboards and reporting tools for KPI and SLA tracking
- Share and access policy information

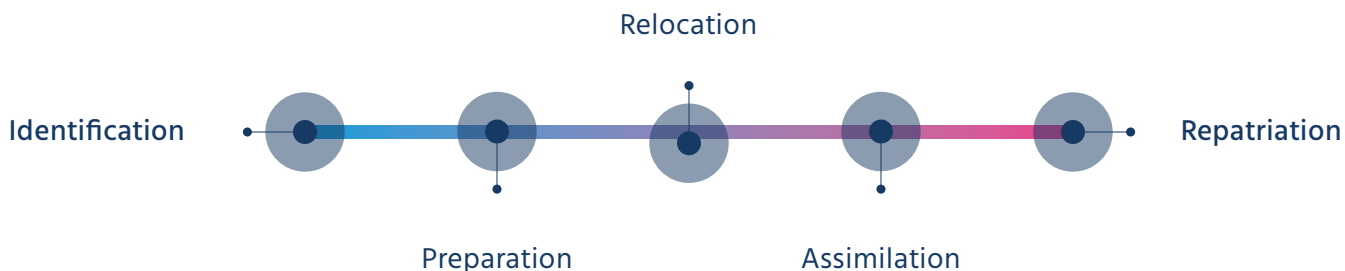
## Global Mobility Team

Planning, budgeting and coordinating assignments has never been easier.



- One holistic database
- One-stop-shop for all your mobility needs
- All documents and communications in one place
- Save time and money with built-in (free) compensation and total cost estimate tools
- Automated document creation
- Live reporting
- Integrated tools for emergency management (e.g. Covid-19)
- Manage third party vendors and associated tasks and SLAs

# Corporate Assignee Lifecycle



## Benefits delivered by Mercer's Mobility Management Platform



### Lower costs

With costs related to mobility growing every year, Mercer's Mobility Management Platform helps business managers and C-suite executives stay on top of them by providing line of sight on expenditures and tracking ROI of assignments.



### Mitigate risk

To ease the challenges resulting from expanding categories of international and domestic assignments and varying policies for each assignee type, Mercer's Mobility Management Platform enhances and simplifies service delivery, monitors compliance and duty of care, and mitigates risks.



### Prioritise experience

A single platform allows for automated processes, integrating all users and enhancing employee engagement. Through a self-service employee portal, users have access to dynamic host location information, including videos, compatible to all devices and an option for engagement surveys, to bring employees and their families to an improved employee experience.



### Simplify workflows

Mercer's Mobility Management Platform's user-friendly dashboard, built-in metrics and predictive analytics simplify tasks for mobility management teams and allow for easy, real-time reporting.

For more information, please visit our website:  
[mobilityexchange.mercer.com/mobility-management-platform](https://mobilityexchange.mercer.com/mobility-management-platform).

#### About Mercer

Mercer delivers advice and technology-driven solutions that help organisations meet the health, wealth and career needs of a changing workforce. Mercer's more than 23,000 employees are based in 44 countries and the firm operates in over 130 countries. Mercer is a wholly owned subsidiary of Marsh & McLennan Companies (NYSE:MMC), the leading global professional services firm in the areas of risk, strategy and people. With nearly 65,000 colleagues and annual revenue over \$14 billion, through its market-leading companies including Marsh, Guy Carpenter and Oliver Wyman, Marsh & McLennan helps clients navigate an increasingly dynamic and complex environment. For more information, visit [www.mercer.com](https://www.mercer.com). Follow Mercer on Twitter [@Mercer](https://twitter.com/Mercer).

#### About ServiceNow®

ServiceNow® (NYSE: NOW) is making the world of work, work better for people. ServiceNow's cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise.

For more information, visit [www.servicenow.com](https://www.servicenow.com).