

# Leveraging the Commercial Software Expertise of FMS



## The Client

Mercer is a leading global provider of consulting, outsourcing and investment services. Clients choose Mercer when they want to work in partnership with their consultant, want strategic advice as well as flawless administration and execution of their HR programs, want best-practice advice and solutions tailored to their business and environment, or need global and/or local perspectives and resources.

Mercer is a leading provider of employee research surveys, such as employee engagement surveys to help organizations more effectively manage their people assets and increase attraction, retention and productivity of their workforces. A key deliverable in the employee research field is the ability to segment and explore survey results in real time to identify areas of strength and opportunity.

## The Challenge

As the business continues to globally expand Mercer wanted to enhance their survey tool with flexibility, easy-to-use reports, and a professional look and feel, while maintaining the highest level of security, and functionality. Based on past success Mercer selected FMS to complete this upgrade project.

## The Solution

FMS has created solutions used by tens of thousands of customers in over 100 countries. Mercer realized a significant return on investment by leveraging our international commercial software development experience to their existing work:

- Upgrading the software to gain new capabilities
- Modernizing the user interface
- Enhancing report options for end users
- Allowing interface localization for any language
- Protecting sensitive back-end data
- Building batch reporting to reduce expense
- Building configuration panel for personalization
- Minimizing client support costs with context-sensitive help and enhanced error logging
- Professional setup program for deployment

*"Although we had ambitious goals and increased the scope mid-stream, this was still one of the smoothest software development projects I've seen. FMS' requirements gathering was flexible and efficient, with helpful quick prototyping to facilitate our decision making. The technical development work was always fast, creative but focused, and thoroughly tested. We threw them some odd technical challenges that stretched the limits of Microsoft Access but they leveraged their relationships with Microsoft and the development community to pull them off. And project management was a breeze, with thorough monthly tracking and the project coming in ahead of schedule and under budget."*

- Mark Chandler, Mercer, Human Capital

## The Result

By offering enhanced survey reporting flexibility in a professional looking tool with powerful features, Mercer gained a market differentiator. Mercer is also reducing internal costs for report production and product support and distribution. Finally, by offering multi-language support, Mercer can fully support the global audience for its human resource survey services.

## Contact Us

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