

# MERCER

## Business

An advisor to nine out of ten Fortune 100 companies, Mercer is the global leader for HR consulting and related financial advice, products, and services, including retirement, health and benefits and investment consulting. Knowledge is Mercer's core asset. In their work with clients, Mercer makes a positive impact every day by enhancing the financial and retirement security, health, talent, productivity, and effectiveness of the global workforce.

Mercer has more than 19,000 employees serving clients in over 180 cities distributed in 40 countries and territories worldwide.

## Challenge

Information Management is a challenging issue for many people and organizations. As information increases in the digital world exponentially year over year, small and large corporations alike have a growing need for fast, efficient, and reliable ways to file, manage, locate, and retrieve information.

Computer users can spend 20% of their work time downloading and filing information both locally and on the network



And then 25% just looking later for the same information

40% of employees report that they cannot even find the information that they need to do their jobs.

The Butler Group, a London (UK) based IT research and analysis organization reports that over 10% of staff costs are wasted, because employees can't find the right information to do their jobs. Ineffective filing, searching and discovering strategies, compounded by inconsistent individual practices, are hampering business competitiveness, decreasing margins and impairing service delivery.

The lost productivity and wasted salary cost findings support the stance taken by both Butler and the Gartner groups that common filing, search and retrieval products and practices should be part of every enterprise companies' IT arsenal, as these capabilities enable organizations to exploit the information assets they already have. They further enable companies to identify opportunities, reduce risk and garner insight- which is what workers really want to do...

In addition, privacy of information is a major issue in the digital world and Mercer had legitimate concerns regarding information 'leakage'- concerns that were further heightened by the fact that others products in the market are tracking the keywords and results content. Mercer wanted the product selected to be secure and compliant.

Given the number of 'free' products that individual users or departments may be tempted to download themselves, and the impact that many of these unmanaged products can have on the PC and network environments and privacy concerns, Gartner and others strongly recommend that enterprises select and deploy a properly validated, secure and supported common product.

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## Project

Mercer recognizes that one of its greatest assets is its unmatched intellectual capital. By leveraging its unique assets efficiently and quickly, Mercer increases its overall productivity; reduces its costs of delivery; and increases its margins.

To be productive, employees need to be performing tasks consistent with their level and this means avoiding using their time on filing information but at the same time being able to quickly access information whenever they need across their distributed working environment (i.e. locations/laptops/networks).

At the same time, Mercer understood that direct product costs are often a minor component in the complex 'total cost of ownership' equation. Low or no cost products do not mean low or no cost of ownership.

To that end, Mercer's unique decision matrix took into account a variety of factors including functionality, support, ease of use and internal upkeep, compliance with key file types and internal applications—all factors that add up to the true cost of ownership.

Recognizing a growing problem, in 2008 Mercer engaged in a major project whose objective was to select and deploy a common file and search technology throughout its various business units around the world.

During the detailed testing phase, each product was thoroughly benchmarked against a wide range of functional and technical requirements.

The final recommendation of the team was strongly in favor of Copernic for, "... its "...powerful search engine, friendly and intuitive User Interface and competitive pricing."

Specifically, in Q1, 2009, Mercer selected Copernic Desktop Search "Corporate Edition" as their enterprise wide common file and search product.

Mercer then proceeded with an initial deployment pilot within its Chicago office. This initial pilot also included additional global users in order to fully validate all deployment and functional aspects of the Copernic Desktop Search product. In addition, the pilot served to validate the processes that the IT Group had put in place regarding communication, training and helpdesk support. During this pilot period, the Mercer Global IT group collected user feedback and made small adjustments to its deployment processes to resolve minor issues.

Mercer successfully completed the global deployment of Copernic by end of April 2009.

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## The Solution



Introduced in 2004, CDS is now used by over 3 million users in more than 50 countries in 4 different languages.

This award-winning product is designed on usability studies and countless hours of ongoing user feedback. CDS has been recognized by PC World, CNET and other expert analysts in the field as the fastest technology to scan hard-drives, networks and shared drives to create an index linked to all of a user's files- not just the ones within the application where the search tool resides.

CDS's fast intuitive search is a direct result of the 'always on' user controlled filing feature. In fact, using a preview pane, the user does not even have to open the document to see a preview. CDS simply finds what it has already filed for you - you just insert your keywords in a toolbar.

The rich feature set of CDS satisfies the needs of novice and advanced end-users, and its powerful management capabilities meet the requirements of the most demanding IT staff:

- Comprehensive high speed indexing
- Email viewing, forwarding & replying functions
- Instant "as you type" results
- "Did you mean?" query correction
- Embedded viewing of video files
- Quick previews of images, PDF, PowerPoint, emails, excel, and many more types of documents
- Flexible and diverse GPO policies for ease of administration and maintenance.
- Smooth integration within existing intranets
- Intuitive User Interface

## Results

Mercer noticed very quickly that workers found CDS easy to install, adopt and use. One of the reasons is that unlike certain products where 'old' data needs to be specifically loaded into the product to be of use, and then a new use protocol adopted for information management enterprise wide consistently each time, Copernic's index technology automatically files once old data, and automatically and incrementally files new data. The worker has nothing to do except to think about search results.

Mercer estimates that the average employee now spends a minimum of 25% less time on filing and finding.

This significant gain, achieved within the first 6 months of use, has produced an immediate payback far in excess of CDS's direct cost.

"The return on investment using Copernic's Corporate Desktop Search product has been immediate and easy to achieve. It is one of our most successful IT projects and I wish we had done this earlier", said Haroon Suleman, Enterprise Architect, Global IT. "It has been very useful to have every one adopt a common approach to the everyday tasks of filing and finding".

For more information, and to learn how Copernic can help your company and workers, please contact:

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