Redesigning work with impact

Mercer Work Design — AI-driven technology to help you redesign work for the future

Emerging options like robotics, AI, gig workers and outsourcing are transforming work. Organizations are embracing work design to enhance agility, optimize costs, and redeploy talent at scale and speed with skills as the currency for work.

This is why we've developed our own AI-driven tool, **Work Design**, underpinned by our own comprehensive Mercer Job Library, to provide a practical and sustainable way for organizations to redesign work at scale.

Outcomes and impact

Mercer has helped clients unlock as much as 40% additional capacity in key roles. One client was able to do so without added headcount and another realized a 45% improvement in profitability — just two examples of the benefits of Work Design.
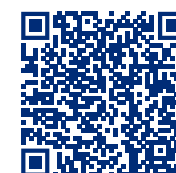
- Realize opportunities for increasing productivity and reducing cost.

- Facilitate enterprise-wide talent deployment and mobility with greater speed and flexibility.

- Find the optimal combinations of AI/automation and human work.

- Redesign work for generative AI, and understand its skill implications.

- Empower the journey to becoming a skills-powered organization, and develop more effective and equitable career pathways.

- Enhance employee experience by designing space for learning and well-being in the flow of work.

Work Design allows you to bring in agility and efficiency

- Understand how digitalization and automation will transform work in your organization.

- Navigate the growing plurality of means for work (employees, gig talent, agile talent pools, automation, AI and more).

- Ensure your employees do work that's meaningful and sustainable as AI and automation proliferate.

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Find out more:

How it works

Mercer's Work Design technology makes designing jobs, processes and projects simple. Our proprietary methodology, jobs and skills database, and algorithms help you determine the economic and skill implications of AI, automation and alternative talent on your work.
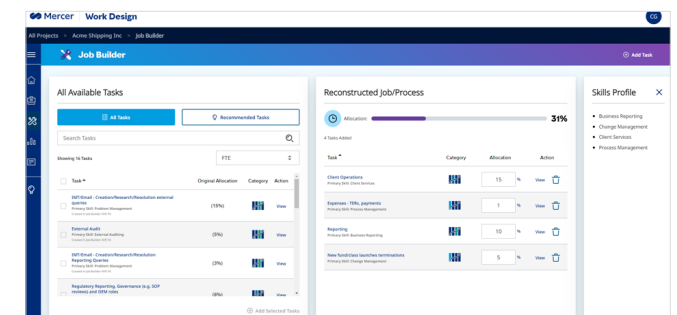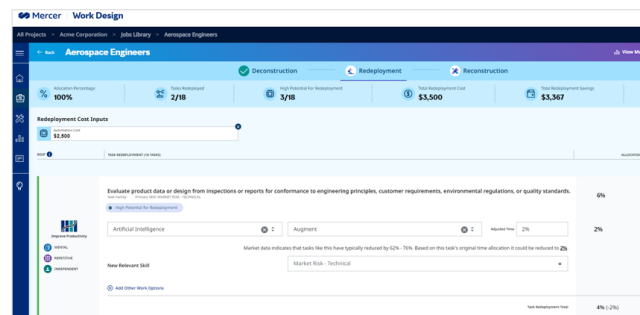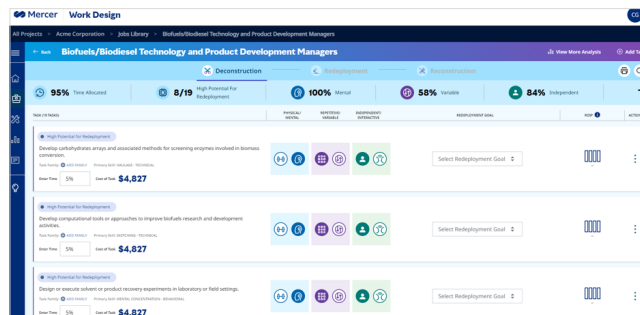
Deconstruct jobs

- The tool analyzes the tasks and activities that underpin jobs and workflows.
- Tasks that are best suited for automation/AI or other alternatives are automatically generated.

Redeploy tasks

- Determine what work can be substituted versus augmented by AI or automation or is best deployed to alternative talent, including gig work, internal talent marketplaces, outsourcing, shared services and more, and understand the impact on your organization.
- View and confirm the recommended time savings based on Mercer's extensive market benchmark database.

Reconstruct work

- Create new jobs and workflows based on the new work options.
- Discover the skills that have been rendered obsolete, the ones increasing in demand and the new skills being demanded by your evolving business model.

Don't know which jobs to get started with? Work Design is now enabled with features that allow you to see where the biggest potential opportunities are for redesign within your organization.