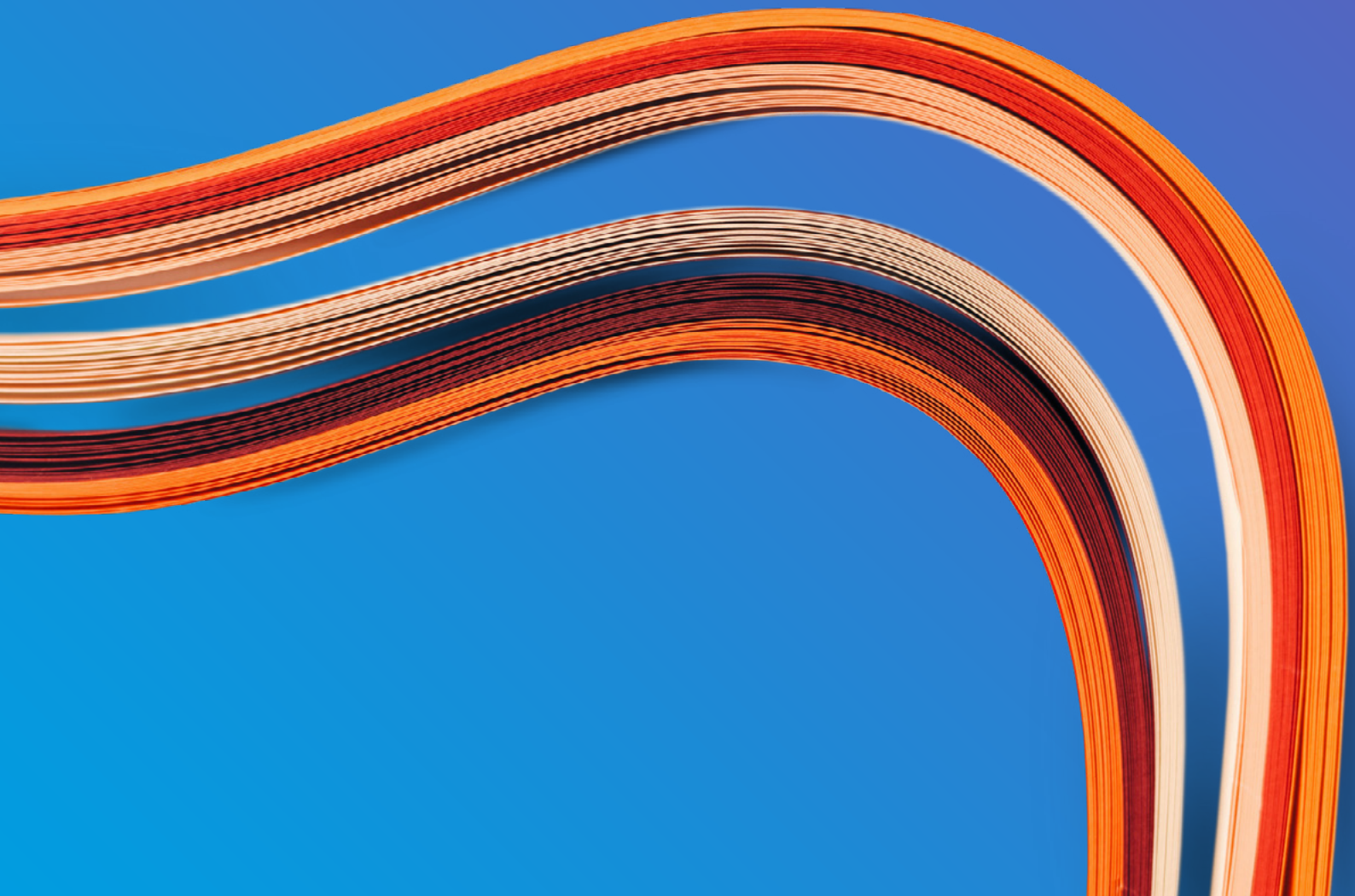# Mercer Work Design

AI-driven technology to help you redesign work for the future

How can Mercer Work Design help you?

While jobs filled by employees will continue to be the dominant means for getting work done, options like robotics, AI, gig workers, agile talent pools, centralization and outsourcing are creating opportunities to fundamentally transform work.

Many leading organizations have embraced work design to enhance their agility and resilience while optimizing their cost structure and making skills the currency of work.

This is why we have developed its own AI-driven software — **Work Design** — to provide a practical and sustainable way for organizations to redesign work at scale.

Work Design allows you to:

- 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 automation proliferates.

Do you want to embrace automation or non-employee labor but struggle to find the right pathway?

Use the clear methodology and AI-enabled guidance to commence your transformation journey.

Does your organization conduct repetitive work with tight margins and timeframes?

Mercer's methodology can help your operations become more efficient and sustainable.
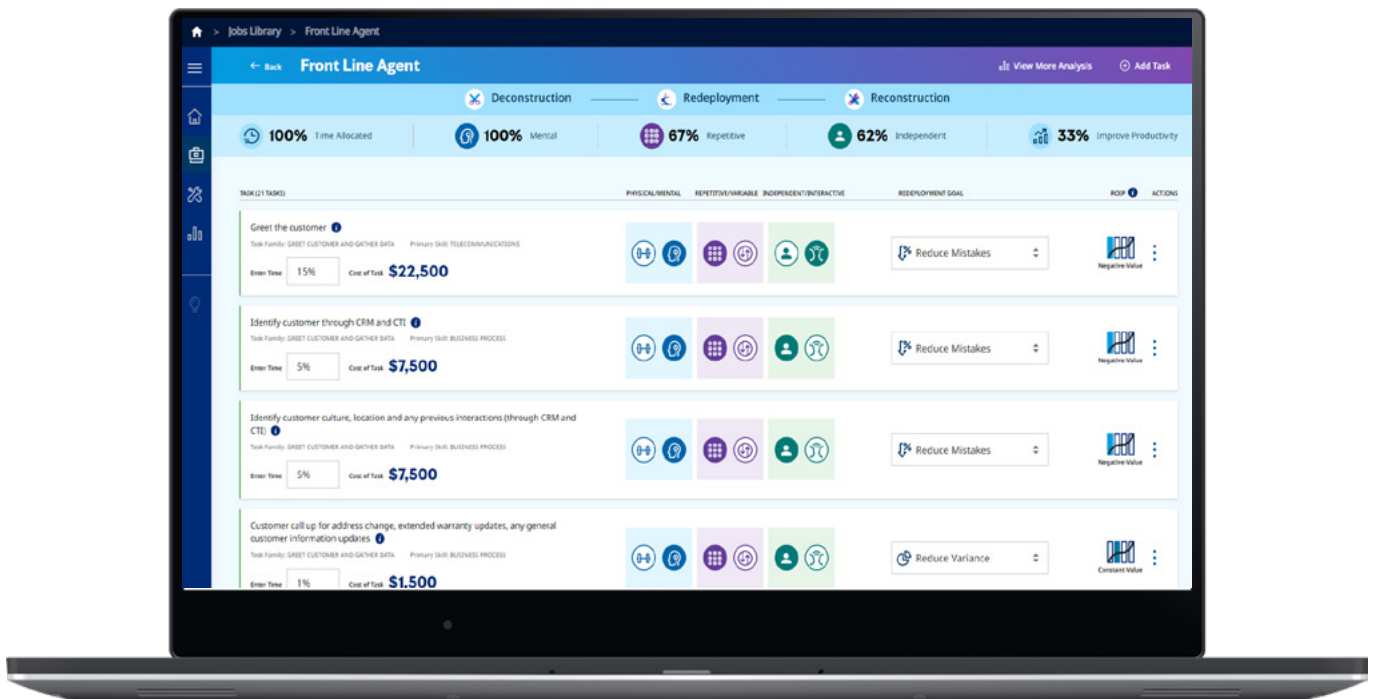
How it works

Mercer's Work Design technology makes designing jobs, processes, and projects simple by using our proprietary methodology, jobs and skills database, as well as algorithms to determine the economic impact of automation and alternative talent on your work.

Deconstruct jobs

Pull apart jobs and workflows into their component tasks and analyze them for specific characteristics and their objective function.

**Analyze the tasks and activities that underpin jobs and workflows.**

Identify tasks that are best suited for automation or redeployment to alternative talent.

Analyze return on improved performance

Determine the objective function or desired outcome for each task and how performance can be optimized. Smart analysis shows you how your choices will impact work in your organization.

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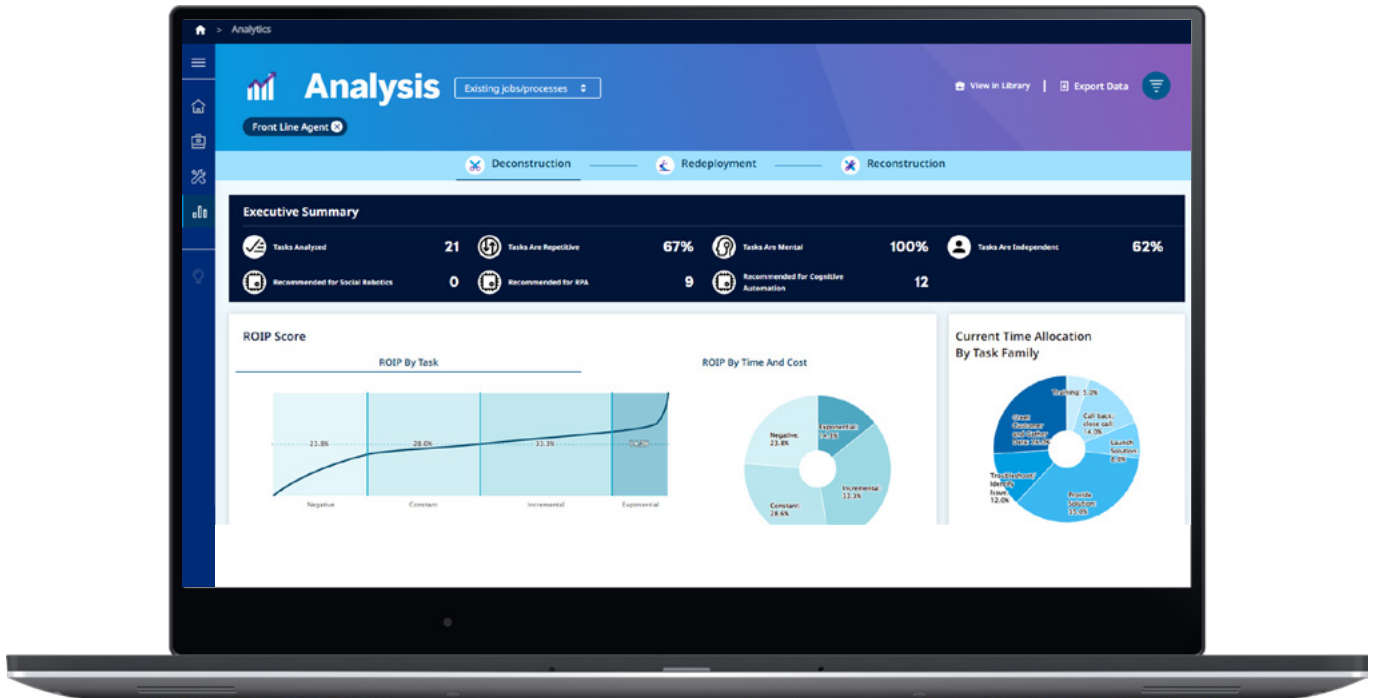
There are tasks whose automation or redeployment can bring exponential value to your organization.
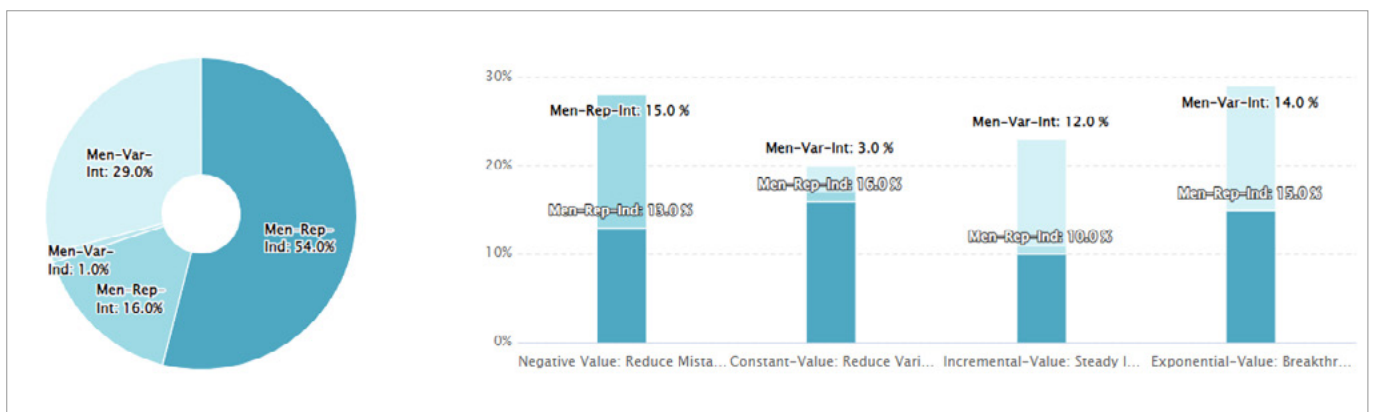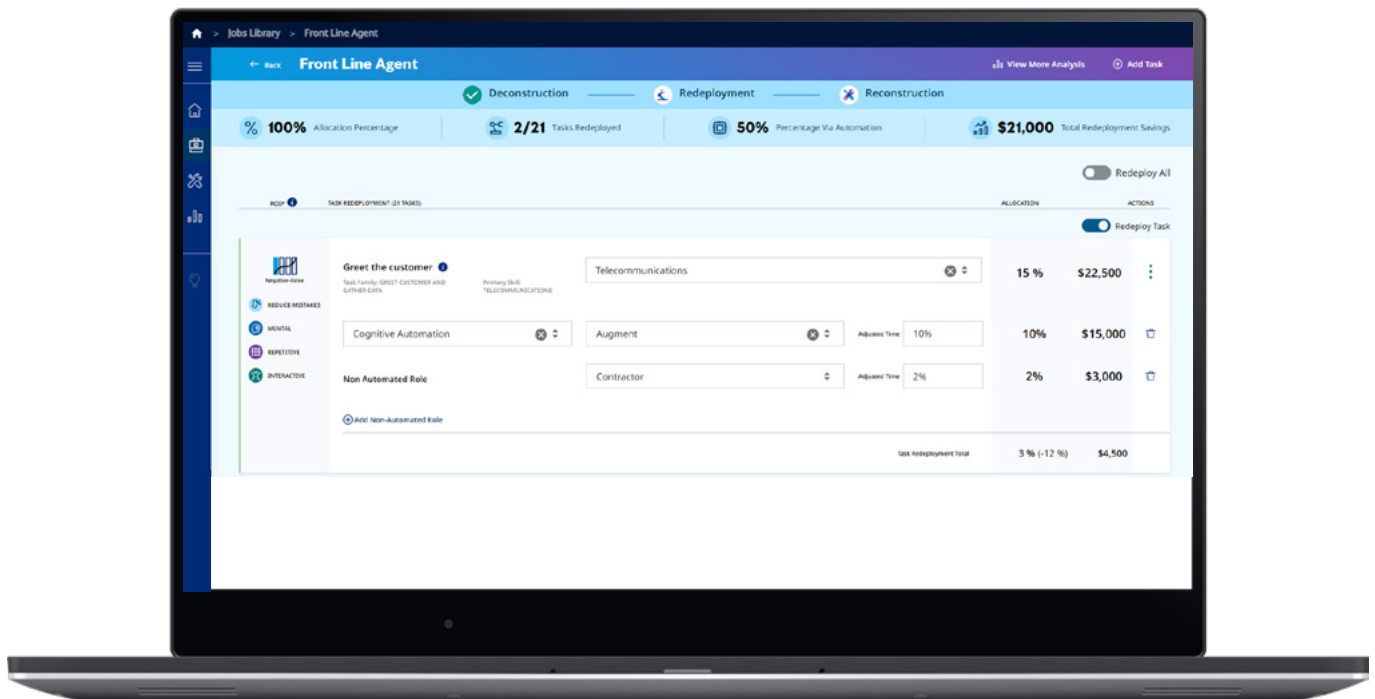
Redeploy tasks

Decide which task delivery can be enhanced through automation or alternative talent.

1. What automation type is most suitable?

- Robotic process automation
- Cognitive automation
- Social robotics

2. What role will automation play in the task delivery?

- Augment human work
- Transform human work
- Substitute human work

3. Once you have decided on the role of automation, if any, determine the most suitable means for connecting talent to work through various options, including:

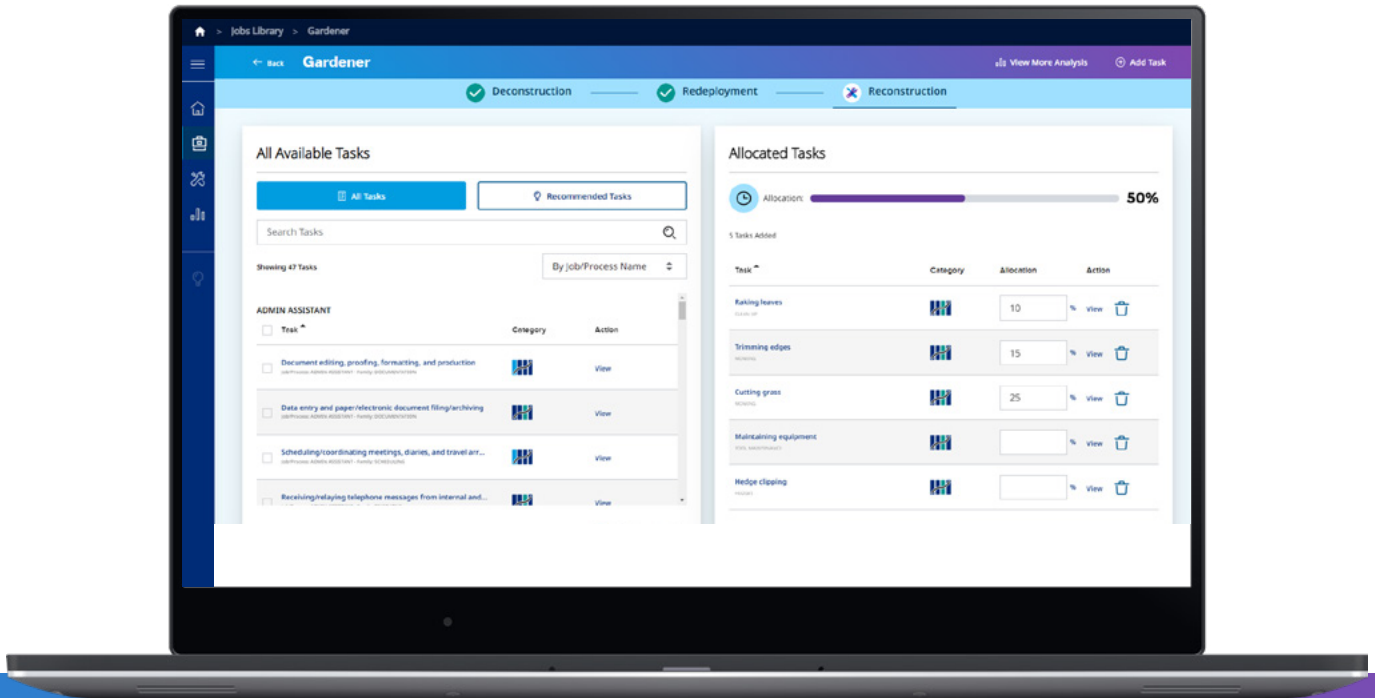|		
Centralization	Outsourcing	Contractor/Gig worker
A full-time role	Internal talent marketplaces	Lower-level FTE

Reconstruct jobs

Create new jobs and workflows to optimize the different work options and talent available.

Understand "sunrise" versus "sunset" skills as work evolves

Mercer Skills Library lays the groundwork for your skills-based decisions, feeding a robust and consistent skill taxonomy into the platform to support your transformation process.

Emerging skills

See skills identified as being in high demand within your organization, ordered by frequency. For example:

1. Analytical thinking and innovation
2. Technology design and programming
3. Complex problem-solving
4. Active learning and learning strategies
5. Resilience, stress tolerance and flexibility
6. Creativity, originality and initiative
7. Critical thinking and analysis
8. Project management
9. Leadership and social influence
10. Knowledge of programming languages (e.g. Julia, Python)
11. Emotional intelligence
12. Troubleshooting and user experience
13. Systems analysis and evaluation
14. Service orientation
15. Persuasion and negotiation

Outcomes and impact

Redesigning work in your organization in a meaningful and sustainable way allows you to navigate new ways of working with much more agility and efficiency.

- Enable **lasting growth**, faster decision-making, innovation and greater agility.

- Gain clarity on the future work skills and **reskilling pathways** for existing talent.

- Find opportunities to automate tasks and **free up time for value-adding activities**.

- Create a scalable methodology and toolkit for **perpetual work reinvention** in your organization.

- Allow talent to **"flow to work"** instead of being dedicated to fixed, permanent jobs.

Pricing

1-year unlimited access: **$20,000**

3-year unlimited access: **$50,000**

Contact our experts to discuss your needs:

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