

## H&W Administration

# Darwin

### Report Abstract

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17-pages

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## Who is This Vendor Assessment For?

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NelsonHall's Cloud HR Transformation Services profile on Darwin is a comprehensive assessment of Darwin offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of H&W Administration and identifying vendor suitability for H&W Administration RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the H&W Administration sector.

## Key Findings & Highlights

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This NelsonHall vendor assessment analyzes Darwin's offerings and capabilities in H&W Administration services.

Darwin is a benefits technology company owned by Mercer. It was founded in the U.K. as Thomsons Online Benefits in 2000 with the aim of moving the very manual process of benefits administration online, through the Darwin platform. It has been delivering global benefit schemes since 2003. The company initially focused on the U.K. market, later in 2007, the company opened an office in Singapore and began to focus increasingly on addressing benefits administration for global multinationals.

In 2016, Darwin (named Thomsons at the time) was acquired by Mercer. Mercer itself has a long history in benefits administration services. In 1945, William M. Mercer, Ltd, was founded in Canada and grew to become a specialist provider of actuarial and benefits consulting services. Acquired by Marsh & McLennan Companies in 1959, its own employee benefits department merged with Mercer, and the firm expanded through growth and acquisition to become a global provider of health, retirement, investments, and talent services.

Mercer and Marsh (MMC's insurance, broking and risk advisory business) created a single organization that includes consulting, broking, and technology called Mercer Marsh Benefits (MMB). Mercer Marsh Benefits places ~\$80 billion of premiums a year and services, is based in 135 countries, and serves clients in ~ 160 countries. Their global employee benefits network of 9,000 consultants brings local knowledge to support integrated global solutions appropriate for each market. Darwin was added to this organization to combine the broking and consulting with an industry-leading tech

The organization combines the expertise of Mercer and Marsh consulting and broking businesses, coupled with the technology in the Darwin platform. While Darwin is a global platform, within each market, Darwin works as part of MMB with local providers, leveraging MMB's provider relationships, expertise, and innovations.

Darwin is 100% dedicated to the development, sales, and delivery of the Darwin platform. The company currently has ~800 personnel, spread across the U.K., U.S., Romania, Singapore, and services ~370 H&W clients. Clients include many major U.S. high-tech companies, financial services firms, large pharmaceutical companies, and increasingly large manufacturing conglomerates. Today it supports ~2m employees, and 4m lives when including employees' dependants who are also on the platform.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Darwin's H&W Administration services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## H&W Administration Assessments also available for:

ADP

Alight Solutions

Benefex

Benefitexpress

bswift

Conduent

Fidelity

Mercer

Morneau Shepell

## About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and The Future of HR, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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