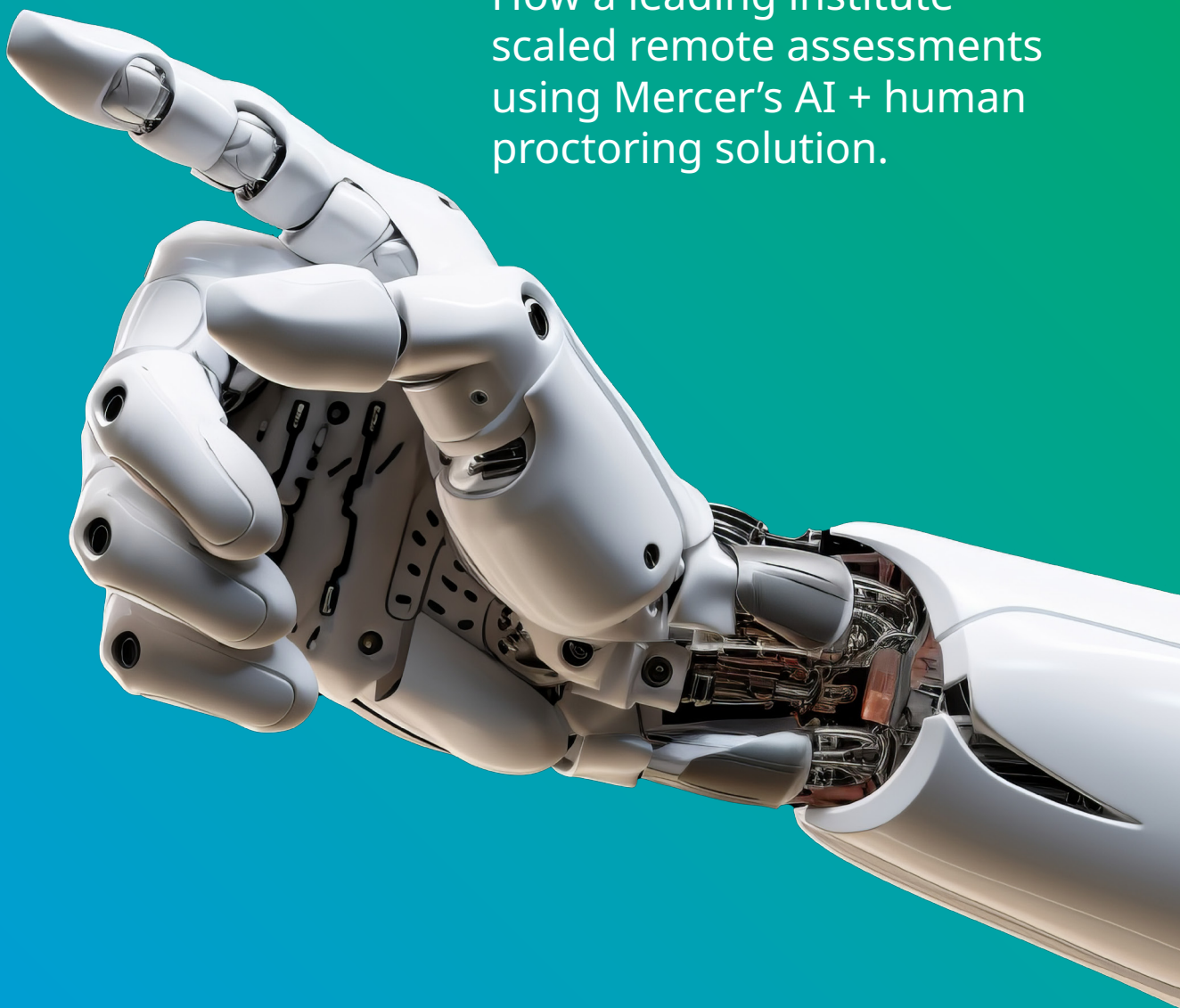# achieving exam
integrity

How a leading institute
scaled remote assessments
using Mercer's AI + human
proctoring solution.

About the client

The client, established in 1961, is India's leading management institution and one of the most respected business schools globally.

Known for their rigorous academic programs, case-based pedagogy, and global perspective, the client offers a range of programs, including the flagship Post Graduate Programme (PGP), Food and Agribusiness Management (PGP-FABM), the one-year Executive MBA (PGPX), and various executive education initiatives.

Consistently ranked among the top business schools in India and globally, they continue to shape visionary leaders and drive excellence in the field of management.

Ensuring academic integrity in online assessments

When the Executive Post Graduate Diploma in Advanced Business Analytics (EPGD-ABA) program shifted to online delivery, the client faced a critical challenge: conducting high-stakes examinations remotely while maintaining the integrity expected from a world-class institution.

The existing approach of administering exams over Zoom lacked the optimum security and monitoring mechanisms. The institute needed a reliable, scalable, and secure proctoring solution that could match the standards of its on-campus exams.

Business challenges

The customer experienced multiple setbacks when conducting online exams via Zoom. The key concern was inadequate monitoring, which raised concerns about cheating and impersonation. It was also crucial to maintain trust and credibility with faculty, students, and stakeholders. With the need to hold exams every few weeks for 38–40 students across 4–5 tests, the limitations of the existing system became evident.

Limited control over online exam environments during remote assessments.

Lack of scalability for frequent, structured evaluations.

Increased risk of malpractice, including impersonation and unauthorized collaboration.

Increased need to preserve trust and credibility using a simple-to-implement solution.

Mercer's Proctoring Platform →

The solution: Mercer's Proctoring Platform

To address these concerns, Mercer Assessments deployed a comprehensive proctoring platform with a solution that combined the strength of AI proctoring with the precision of human oversight.

Key features

AI proctoring: Flagging suspicious activity such as multiple faces, background noise, screen switching, and facial mismatch.

Human proctoring: Trained professionals supervising live exams in real-time, supported by chat and escalation protocols.
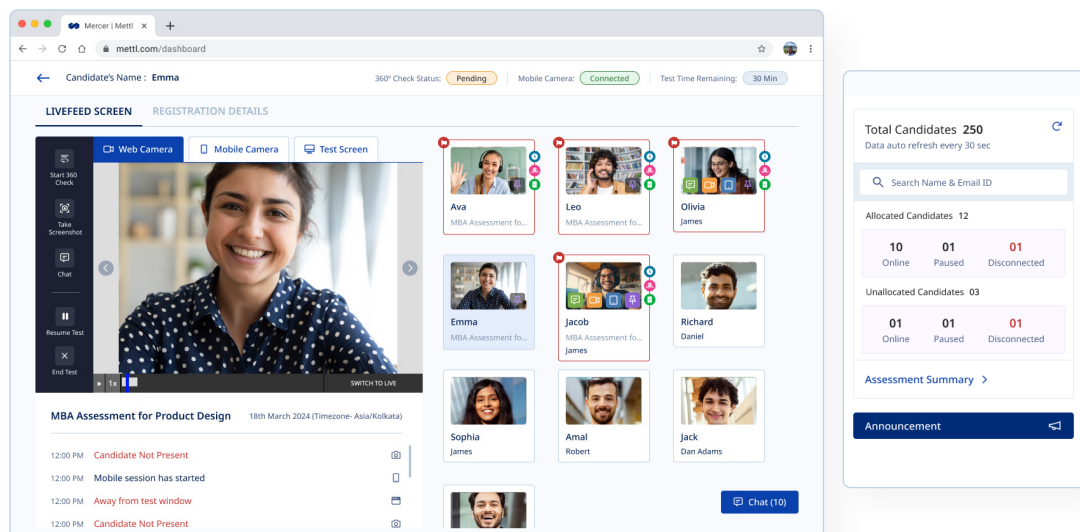
Smooth onboarding: Step-by-step support for the client's faculty and students.

Personalized exam experience: Accommodations for test-takers, unidirectional assessment order, and network disconnection management.

Advanced admin control: Assignment of answer sheets, intuitive dashboards for evaluation tracking, and automated reminders.

Seamless evaluation: Progress tracking dashboards, reliable multi-evaluation, and evaluator comments visible to test-takers.

Detailed reporting: Post-exam analytics, candidate logs, and incident summaries for faculty review.

Implementation

The solution was deployed in close coordination with the customer's academic and administrative teams. Mercer Assessments' platform was tailored to accommodate the unique requirements of the EPGD-ABA program, which involves regular assessments every few weeks. Training sessions were organized to familiarize stakeholders with the platform's features, and dedicated support was made available throughout the process.

Impact

200+

online exams were conducted with improved and secure exam integrity

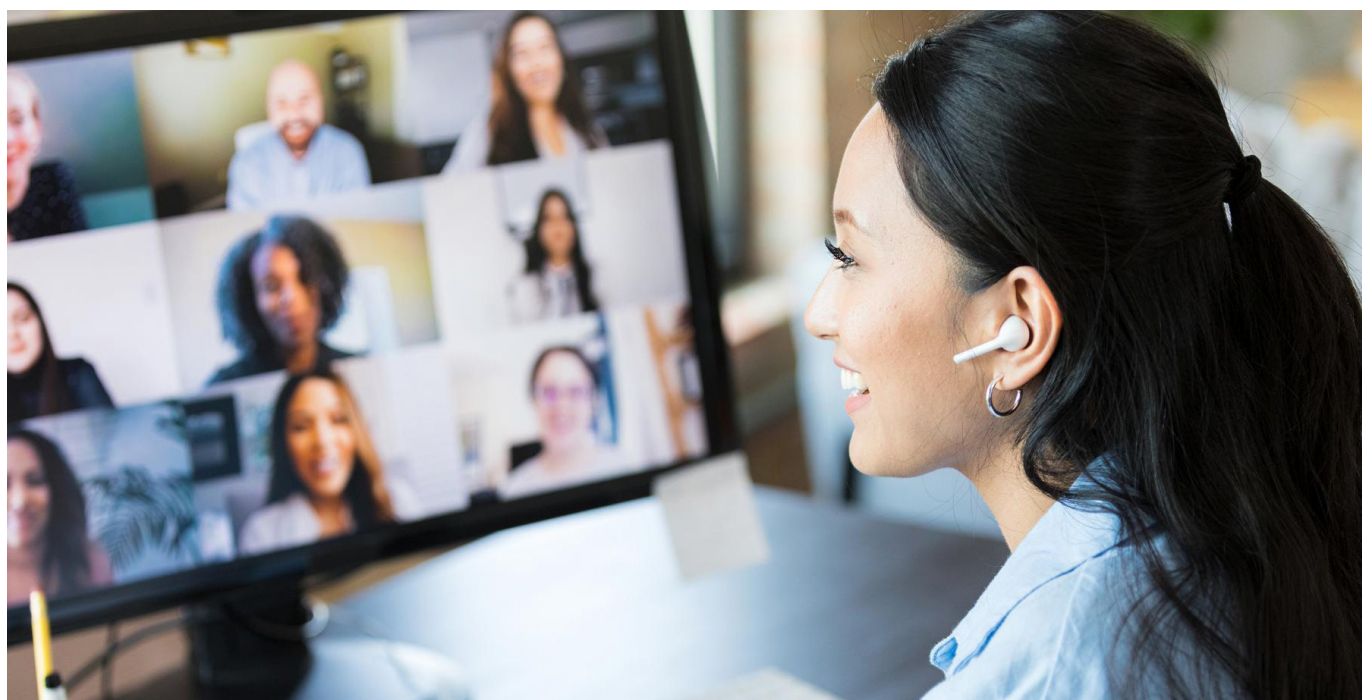A consistent, stress-free exam environment for both proctors and test-takers

40

students participated, each appearing in 4–5 remote assessments

High satisfaction among faculty, program coordinators, and students

Looking ahead

Encouraged by the success of the EPGD-ABA program's online exams, Mercer Assessments is looking to collaborate further with the client to enhance the experience and uphold the highest standards of integrity, ensuring that the exam model is future-ready and scalable.

About us

Mercer is the largest HR consulting company worldwide and a wholly owned subsidiary of Marsh and Marsh McLennan.

Join the Mercer Assessments team, where we stand at the forefront of providing critical talent foresight to drive real business advantage. As part of our team, you'll contribute to delivering cutting-edge solutions that empowers organizations to strategically deploy top talent, achieve sustainable growth and prepare for the future of work. Our robust talent assessments guide pragmatic and evidence-based decision-making.

Our innovative technology platform offers real-time, scalable insights that align with organizational goals, seamlessly integrating talent analytics into the workflow. If you're passionate about shaping the future of talent strategy and helping organizations unlock their full potential in an ever-evolving business landscape, join the Mercer Assessments team today!

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