

Scalable success

How Mercer's Secure Browser
powered 1000+ online exams for
a leading educational institute



About the client

Our customer, a well-known management school located in Gujarat, India, specializes in strategic marketing and communications.

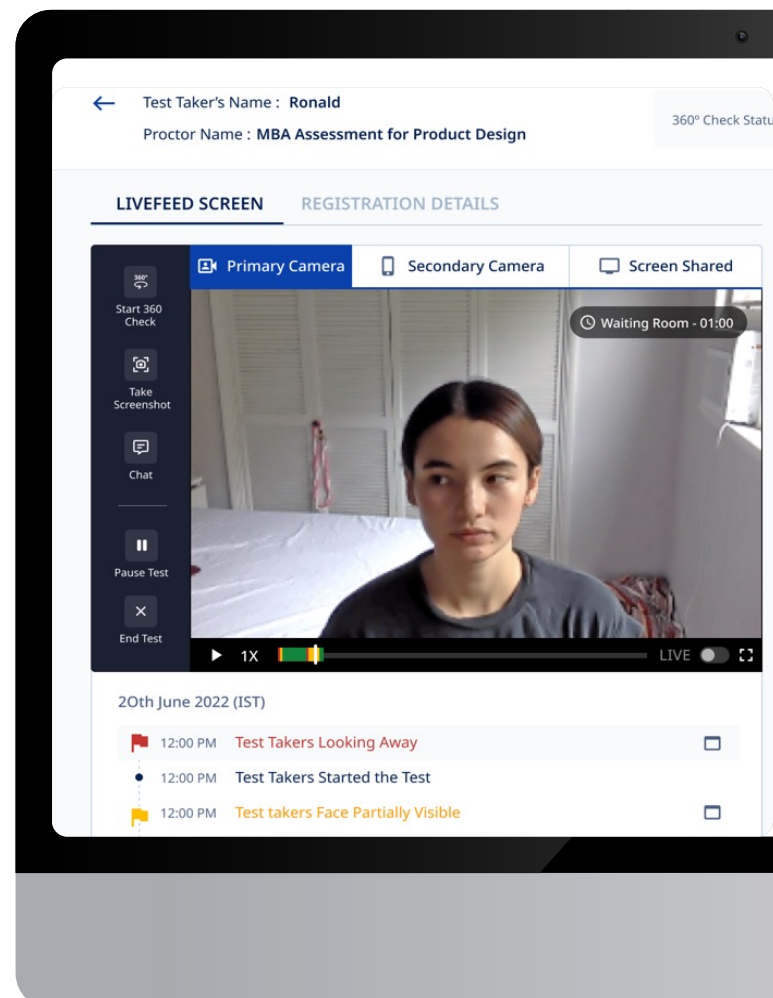
Established in 1991, they have carved a niche in offering academic excellence through their flagship Post Graduate Diploma in Management and a wide range of programs in digital transformation, branding, marketing analytics, and media. With a strong industry orientation and a legacy of producing communication leaders, they are widely recognized for their innovation-driven curriculum and interdisciplinary approach.

A reliable platform for secure online examinations

The client required a secure and reliable digital platform to conduct high-stakes examinations online for Mac users, considering the shift toward remote learning and assessments.

The academic institution wanted to conduct online examinations while maintaining optimum integrity through remote proctoring and accommodating a diverse student base, including those using macOS devices.

To ensure a smooth and secure exam experience for every student, the customer sought a solution that could provide assessment integrity, cross-platform compatibility for Mac users, and scalable deployment.



Business challenges

As the client transitioned to an online examination model, they experienced technical and operational challenges in ensuring secure and inclusive online assessments for students.

Key challenges included:



Without standardized proctoring, the potential for **cheating or impersonation** was significantly higher in remote setups.



They needed a **secure exam environment that accommodates Mac users**, as the existing solutions did not provide adequate support for this operating system.



The solution: Mercer Secure Browser for macOS

We designed a customized version of the Mercer Secure Exam Browser (MSB) compatible with macOS, marking a first for the platform. This allowed Mac users to participate in proctored online assessments with the same level of security and integrity as their Windows counterparts.

Key features:

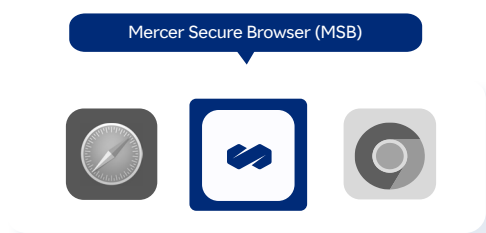
MSB for Mac: Custom-built to meet the client's urgent need for inclusivity across operating systems.

Lockdown environment: The browser restricted access to unauthorized applications, websites, and system functions, including disabling additional tabs, virtual machines, developer tools, and external ports. It also prevented actions like copy-paste, screen capture, and right-clicking.

Browsing tolerance settings: Monitored and restricted the number of times a candidate could navigate away from the test window, with customizable warning thresholds and automatic test termination upon exceeding limits.

Implementation

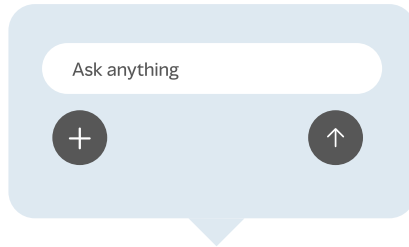
Mercer Assessments' team worked closely with the customer's team to test and deploy the Mac-compatible MSB in record time. The platform was launched with full proctoring capabilities and scalable examination support.



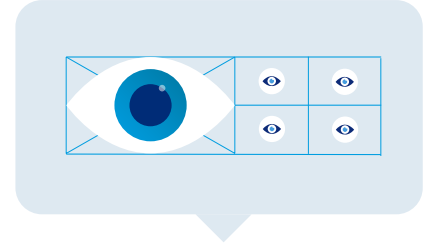
Impact



Over **1000+ online exams** were successfully conducted.



Minimized malpractice as the **lockdown browser** restricted unauthorized applications and internet activity.



Significant **improvements in accessibility** for Mac users.

Looking ahead

The client plans to continue leveraging Mercer Assessments' proctoring platform for its upcoming academic sessions. The success of the Mac-compatible solution has opened pathways for broader use of Mercer solutions across various programs.



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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