



"WITH THE GUARD! AS OUR CENTRAL IT SERVICE MANAGEMENT PLATFORM, WE WERE ABLE TO TAKE THE QUALITY AND PERFORMANCE OF OUR SYSTEM MONITORING TO A WHOLE NEW LEVEL. THE SOLUTION MAKES WORK THAT MUCH EASIER FOR OUR EXPERTS AND HAS SIGNIFICANTLY REDUCED THE COST OF IT OPERATIONS."

Hartmut Willebrand,  
CIO for Germany, Austria, and Switzerland, Aon

SUCCESS  
STORY

**AON**

**REALTECH**  
EMPOWER YOUR ENTERPRISE

**Aon** is the leading global provider of risk management services, insurance and reinsurance brokerage, and human resource consulting. Through its more than 65,000 employees in over 120 countries worldwide, Aon delivers client value via innovative and effective risk management and workforce productivity solutions. Aon plc's total revenue for 2012 was \$11.5 billion. Visit [www.aon.com](http://www.aon.com) for more information on Aon.

# CRYSTAL CLEAR: FULL VISIBILITY WITH THE- GUARD!

The IT experts at Aon, a global insurance broker, manage a complex and distributed IT infrastructure across all German sites from a single point of control. The tools they previously used to monitor their systems were not interconnected and demanded a highly specialized IT staff. In an effort to simplify IT operations and reduce costs, AON decided to consolidate its IT tools.

Today, Aon relies on REALTECH's theGuard! IT service management solution to their entire IT environment. Detailed dashboards, extensive reporting, and consolidated views are available to map all of the company's business processes and the dependencies between them and the individual IT components.

This gives the IT department the ability to reliably manage and monitor the entire IT infrastructure and to quickly identify and eliminate the root causes of incidents. This new level of visibility also allows Aon to fully comply with the strict requirements of Sarbanes-Oxley.



## RISK MANAGEMENT FOR RISK PROFESSIONALS

With its more than 65,000 employees, Aon is a global provider of insurance services. In Germany, the company is the leading provider of risk management consulting, and technical insurance and reinsurance brokerage services. Aon also specializes in retirement plan administration.

A high-performing and reliable IT infrastructure is vital to any insurance company. System slowdowns that in turn cause slower response times during client consultations could mean an immediate loss of revenue. Delays in the reporting and analyses decrease employee productivity and threaten the competitiveness of the entire organization. Ensuring the availability of IT systems at all times requires a comprehensive monitoring framework that provides timely insight into potential performance degradations and helps detect impending failures.

Previously, Aon relied on a combination of different IT management tools (including open source solutions such as Nagios or OpenMaster) to monitor its IT environment. This led to considerable difficulties in the daily routines of the IT department.



Multiple IT tools led to specialization among employees. This caused longer IT support response times and made it time-consuming to identify the interrelations between different incidents. The administrative hassles of managing the systems eventually resulted in unreasonably high operating costs.

### **ON THE SAFE SIDE WITH THEGUARD!**

Aon worked with REALTECH to consolidate its existing tools and replace them with a central IT service management solution. One of the key objectives of the project was the ability for Aon to monitor the entire IT environment from a single point of control and with a single software solution. Another objective was to view the dependencies between the company's business processes and its existing IT components and to improve the overall efficiency of the monitoring system. After evaluating various products, Aon decided on REALTECH's theGuard!.

This highly integrated solution provides Aon with the sophisticated and proven tools it needs to monitor its IT environment across all of its German sites. The solution automatically detects every single component found in the IT infrastructure, from network to server. theGuard! then stores the technical data, status, and configuration of these components in a central CMDB (configuration management database). The data is normalized, allowing theGuard! to logically connect all of these components and to show their status both overall and with respect to the business processes they support. This provides Aon with a process-oriented view of their enterprise IT. Its IT organization can now able to instantly determine which business processes are impacted by incidents and can eliminate any problems in no time.

### **COMPLIANCE INCLUDED**

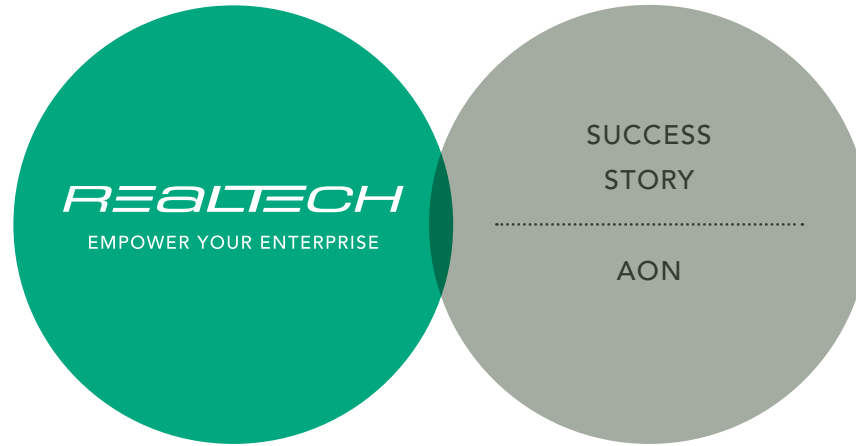
theGuard! comes with built-in reporting capabilities that enable Aon to meet the strict IT compliance requirements for IT operations and risk management mandated by the Sarbanes-Oxley Act.

REALTECH's experts assisted Aon in the planning, implementation, and integration of theGuard! and trained the company's resident IT experts. Working closely with Aon, REALTECH integrated the existing ticket system and optimized the support workflow. Support employees can now view theGuard! alerts from within the ticket system, which greatly accelerates their troubleshooting and repair process.

### **INFORMED INVESTMENT DECISIONS**

Next, Aon plans to improve visibility into the operating status and business performance indicators of the entire IT environment. To achieve this, Aon will introduce enhanced dashboards with new management views and performance management analyses to enable informed investment decisions.

"With theGuard!, we have a highly versatile and powerful tool for monitoring our systems during operations," explains Hartmut Willebrand. "And we are perfectly prepared for any future expansions of our IT landscape as theGuard! allows us to easily integrate new components such as virtualized servers into the monitoring framework," concludes Willebrand.



## ABOUT REALTECH

REALTECH is an international technology company with unique expertise in SAP and Microsoft solutions. REALTECH helps companies shape the future of their IT organization and get the most value out of their IT assets – from consulting services to implementation and efficient operation. It pursues innovation by incorporating the latest in Industry 4.0, cloud, mobile, and in-memory computing in its customer projects. For more information go to: [www.realtech.com](http://www.realtech.com)

IMAGES: AON



REALTECH AG  
INDUSTRIESTR. 39C · 69190 WALLDORF · GERMANY  
TEL. +49.6227.837.0 · FAX +49.6227.837.837  
INFO@REALTECH.COM · WWW.REALTECH.COM