





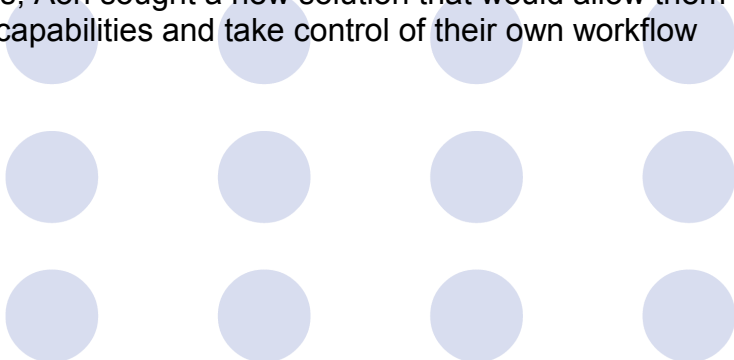
Aon Corporation is a leading provider of risk management services, insurance and reinsurance brokerage, human capital and management consulting, and specialty insurance underwriting. In the area of human capital consulting, Headquartered in Chicago, Aon optimizes human resource spending, boosts productivity, and improves bottom-line performance. Aon's teams transcend borders and cultures to assist in key areas such as benefits, retirement, communications, outsourcing, compensation, investment consulting, and management consulting. The company has an employee base of 46,000 people across 500 offices in more than 120 countries.

### **Challenge**

The Human Capital division of Aon Corporation needed a better way to automate their data processes. Its existing system had proven difficult to manage and time-consuming to modify. Any time they needed a simple change or addition to an automated process, Aon had to call in a professional services team from the vendor to design and implement the change. These customizations often required additional hardware purchases, such as another server, just to run a separate custom process. Eventually, the company wound up with ten different servers, each custom-configured to accomplish specified tasks. Maintenance and logistics were becoming real headaches.

Lack of security options with the system was also frustrating, and a liability when connecting partners did not have compatible security options. "We could only support plain FTP with PGP encryption, and HTTP/S," said Jim Malkowski, Sr. Systems Engineer with Aon's Human Capital division. "This made the system difficult to integrate with other pieces internally and with partners that had systems that used different security protocols."

To address these challenges, Aon sought a new solution that would allow them to expand their automation capabilities and take control of their own workflow changes.



## **Details**

Aon wanted a software alternative that would:

- Provide real-time data translation and integration of secured HR information
- Allow for the consolidation of 10-15 servers running proprietary customized systems
- Combine 100+ separate systems into a single, manageable system
- Modify or add new automated processes quickly
- Enable fast deployment—the solution had to be in place in one month from software acquisition.

## **Solution**

Enhanced File Transfer (EFT) Server paired with a DMZ Gateway Server

After vetting several solutions, Aon decided to replace its ten custom servers with a single Enhanced File Transfer system from GlobalSCAPE. The company now runs all its automation processes with a single EFT Server paired with a DMZ Gateway Server. This single server lowers the total cost of ownership because the EFT Server can support hundreds of separate Event Rules. EFT Server's Event Rules lets Aon set up complex automated procedures without resorting to complicated coding and expensive consulting. And EFT Server supports a broad range of industry-standard security protocols to ensure that the partners that need to connect to Aon are supported.

### ***Tremendous savings in hardware infrastructure and maintenance***

*Aon has consolidated 10-15 servers down to four in a shared fashion, saving \$200,000 annually on software licenses and \$84,000 annually on maintenance fees.*

## **Automation**

The EFT Server's ability to handle automation tasks is key to Aon. The EFT Server has more than 150 Event Rules defined that handle the automation tasks. Using these rules, Aon can easily configure the software to automatically initiate a specific set of actions—helping to speed staff productivity. For example, one Event Rule might define where a newly received file should be stored, which events should be triggered upon receipt of that file, and who should be notified. Aon can even automate the process of receiving a file, decrypting it, processing it, and encrypting it and transmitting it again. This automation not only improves employee efficiency, it helps to codify security policies to protect confidential information.

### **Ease of customization**

Aon also appreciates the ability to control its own customization. Its previous solution required custom coding even for simple process changes, costing upwards of \$200/hour in professional services time. "Now we have a single EFT server handling all of that workload," said Ash Patel, CTO of Aon's Human Capital division. "When a new process is requested, we just implement an Event Rule to automate it. The GlobalSCAPE wizard interface makes it really simple and fast to implement. Setting up a new automated process can now happen in a day or less, instead of weeks. Plus we're able to handle configuration changes for all our constituents without requiring professional services."

### **Security**

The company also takes full advantage of the EFT Server's security functionality. The EFT Server offers the broadest security protocol support in the industry. In addition to including PGP and HTTP/S, the EFT Server also supports Secure FTP (SSL/TLS), SFTP (SSH2), and provides streaming repository encryption.

Pairing DMZ Gateway Server with the EFT Server protects data storage and authentication by keeping that data safely out of the DMZ, and simplifies firewall traversal by providing a secured connection between the EFT Server and DMZ Gateway Server that is controlled by the EFT Server safely behind the firewall. "EFT is much more secure than what we were using," Malkowski said. "And we have more secure protocols to choose from."

### **Easy to set up, easy to use**

Aon was pleased with how quickly they could get up and running with the GlobalSCAPE solution. Malkowski had only a month to get the EFT Server set up and deployed. He had it done in just seven business days. "Although the EFT Server has a fully exposed COM API, all of its features can be configured through the visual administrative console, including Event Rules, virtual folders, security, and encryption features. It makes a real difference in deployment time."

The EFT Server has also made it possible for Aon to integrate nearly 100 separate systems into one system that delivers real-time data integration, whether it's coming from Aon's system, or from a partner's. The result? Everyone is more productive, and Aon has realized a real cost reduction and time savings. "Maintenance is much easier," Patel said. "And the ability to write and implement our own custom processes quickly makes a big difference in response time."

Giving their employees the ability to work with their data immediately has reduced costs as well. "By using EFT over the competitor, our savings are phenomenal," Patel said. "The advantage we enjoy now is that everybody is getting their data in real time."

## **Aiding with regulatory compliance**

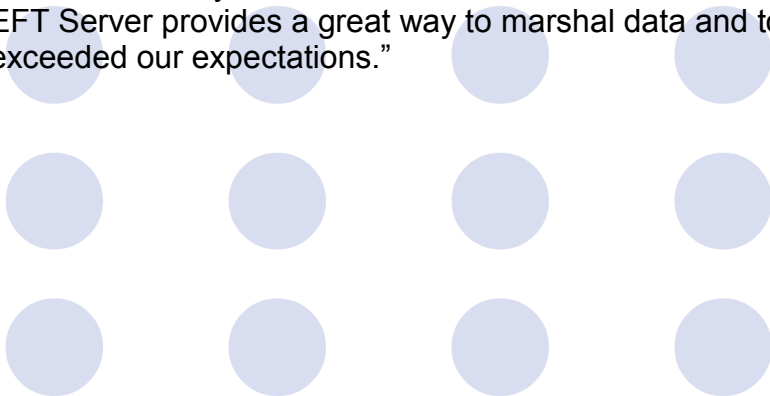
Prior to deploying the EFT Server, Aon users would receive a file, download it and then decrypt it on their desktop. With the EFT Server in place, the organization can keep files secured both in transit and at rest. “Using EFS encryption, our files are even secure when they’re just sitting on the drive, so we’ve gained an added level of security,” Patel said. “We’re subject to HIPPA, Sarbanes-Oxley, and other regulations. Auditors will dig into system logs of various transactions to see how we’re securing data. When they see we have EFS encryption it satisfies their security concerns.”

## **Summary**

Aon now uses the GlobalSCAPE single Enhanced File Transfer server to handle the needs of 500-600 users daily. Broad mixes of users, from insurance carriers to administrators to clients, transmit everything from employee census files to forensics analysis to e-discovery involving large data sets via the EFT Server. Files transferred typically range from 500 to 800MB in size, but some are as large as 3GB.

GlobalSCAPE's Enhanced File Transfer helped Aon's Human Capital division increase their productivity through streamlining how its IT department managed the data automation processes. EFT Server's Event Rules allows Aon to take control of its own processes. EFT Server expanded the company's security, and made it possible for Aon to provide secure data translation in real time to the benefit of it's employee's and customers.

“The response from our users has been quite positive,” Patel said. “The EFT Server is fast, easy to use, secure, and cost-effective.” The success of the GlobalSCAPE solution within the Human Capital division has spurred interest throughout the organization. The EFT Server is now used across the enterprise. “Other lines of business are using our standard SFTP service because it’s so easy to use,” Patel said. Aon uses the software to transmit data from financial advisory and litigation practices in Canada to its forensics lab, and is planning to use it to securely share files with its offshore facilities in Bangalore, India. “The EFT Server provides a great way to marshal data and to keep it secure. It has exceeded our expectations.”



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