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CASE STUDY (Globalscape)

AON Replaces Ten Custom Servers with One Globalscape EFT™ Platform

EFT Provides a Great Way to Marshal Data and to Keep it Secure.

Business 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. Even simple changes or additions to automated processes required a vendor's professional services team. These customizations often required additional hardware and server purchases. Eventually, the company deployed ten different servers, each custom configured for specific tasks. Maintenance and logistics had become real headaches.

Having minimal system security options was also frustrating and a liability when connecting with partners who 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."

Aon sought a new solution to expand their automation capabilities, enhance data security, and take control of their own workflow changes.

Aon's requirements for the alternative solution included:

- ▶ Real-time data translation and integration of secured HR information
- ▶ Consolidation of 10-15 servers running proprietary customized systems
- ▶ Combining 100+ separate systems into a single, manageable system
- ▶ Modifying or adding new automated processes quickly
- ▶ Rapid deployment within one month of software acquisition

KEY DETAILS

AON

Aon Corporation is a leading provider of risk management services, insurance, and reinsurance brokerage, human capital and management consulting, and specialty insurance underwriting. Headquartered in Chicago, the company has an employee base of 46,000 people across 500 offices in more than 120 countries.

Globalscape Solution

After vetting several solutions, Aon replaced its ten custom servers with a single Globalscape EFT instance. This single server lowered the total cost of ownership because EFT supports hundreds of separate Event Rules.

With more than 150 available Event Rules, Globalscape EFT easily handles Aon's automation tasks and workflow. Using these rules, Aon easily configures the software to automatically initiate a set of actions—helping to improve 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. With Globalscape EFT, Aon automates the process of receiving a file, decrypting it, processing 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 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 Globalscape EFT 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 EFT wizard interface makes it really simple and fast to implement. Setting up a new automated process can now happen in less than a day, instead of weeks. Plus we're able to handle configuration changes for all our constituents without requiring professional services expenditures."

Security

Aon takes full advantage of Globalscape EFT's security functionality. Globalscape EFT offers the broadest security protocol support in the industry. In addition to PGP and HTTP/S, Globalscape EFT supports FTPS (SSL/TLS), SFTP (SSH2), and provides streaming repository encryption. Pairing DMZ Gateway with Globalscape EFT protects data storage and authentication by keeping that data safely out of the DMZ, and simplifies firewall traversal by providing

a secured connection between Globalscape EFT and DMZ Gateway that is controlled by Globalscape EFT safely behind the firewall. "Globalscape EFT is much more secure than what we were using," Malkowski said. "And we have more secure protocols to choose from."

Aon was pleased with the quick deployment of Globalscape EFT. Malkowski was given a month to get Globalscape EFT set up and deployed—he had it done in just seven business days. "Although Globalscape EFT has a fully exposed 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."

Globalscape EFT has also made it possible for Aon to integrate nearly 100 separate systems into one EFT system that delivers realtime data integration with Aon's systems and partner's systems. 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. "Globalscape EFT has also provided us with a competitive advantage. Our savings are phenomenal," Patel said. "The advantage we enjoy now is that everybody is getting their data in real time."

Regulatory Compliance

Prior to deploying Globalscape EFT, Aon users would receive a file, download it, and then decrypt it on their desktop. With Globalscape EFT 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 HIPAA, 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."

Results

Aon uses Globalscape EFT to handle the daily needs of nearly 600 users. 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. Files transferred typically range from 500 to 800MB in size, but some are as large as 3GB.

Globalscape EFT helped Aon increase their productivity through streamlining how its IT department manages data automation processes. Globalscape EFT's Event Rules allow Aon to take control of its own processes. Globalscape EFT expanded the company's security, and made it possible for Aon to provide secure, real-time data translation to benefit both employees and customers.

"The response from our users has been quite positive," Patel said. "Globalscape EFT 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. Globalscape EFT 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 Globalscape EFT 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. "Globalscape EFT provides a great way to marshal data and to keep it secure. It has exceeded our expectations."

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About Fortra

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