



## Aon Assures Success of Europe-wide PeopleSoft Application with Foglight®

By replacing multiple financial applications with a single PeopleSoft system, Aon is reaping the benefits of application consolidation. Of course, such a move also creates a potential single point of failure. To assure the performance and availability of the new, Europe-wide application, Aon has implemented Foglight®.

### The Challenge

As a world leader in Insurance and Reinsurance brokerage and Human Capital Consulting, Aon has to account for billions of dollars of corporate and personal risk. In seven European countries, that risk is managed by around 200 individuals who, between them, create the bigger management picture of the company's financial status. Until now, there was no standard financial application in use for monthly reporting.

Michiel de Haas, based at Aon's Rotterdam office in the Netherlands, is responsible for the day-to-day management of the company's Oracle databases. "That scenario just wasn't streamlined enough for a dynamic business," he concedes. "To prevent ourselves from repeating effort, adding to expense and going through numerous learning curves, we chose just one." The solution was straightforward: create a homogenous environment for users throughout Europe. Aon chose to standardise on PeopleSoft 8 Financials hosted on central servers in Rotterdam, thereby providing users throughout Europe browser-based access to a single financials application.

As a solution it was elegant. But as a company that specialises in managing risk, de Haas was aware that Aon in Europe now had a single point of potential failure—the PeopleSoft application and its underlying infrastructure.

### The Quest Solution

"The prospect of PeopleSoft failing, particularly at the end of the month, is unthinkable," de Haas says, "only total availability of PeopleSoft Financials, the underlying Oracle databases and our Sun-based server system will do." In fact de Haas and his team have a Service Level Agreement with the countries they support to deliver 100 percent uptime between 08:00hrs and 18:00hrs. "If those 200 people aren't working, our financial reporting is on hold."

To address this issue, Aon invested in an application monitoring solution. "We looked at Foglight and another leading system, and preferred the Foglight approach," says de Haas. "The alternative package only identified faults, whereas Foglight helps us drill down to identify the cause of those issues. That's really important with a complex, multi-tier application like PeopleSoft 8."

Another key feature has been Foglight's ability to monitor the end-user experience. "We're deploying Foglight's desktop agents at each of our seven locations," says de Haas. "This gives us PeopleSoft end-user response time for a sample set of key transactions. So by the time a user calls in to report a problem—for example that they can't log in or that the system is running slow—we're already working on fixing the issue. In fact, we use Foglight to determine the cause of the problem, whether it's the network, the servers, the database or the application itself."

### Overview

*"Foglight has given us the confidence to roll-out a Europe-wide, browser-based application. Now we've got the tools to meet our Service Level Agreements, and to demonstrate to our users that we're delivering the service they need."*

- Michiel de Haas,  
Oracle Database Manager,  
Aon



### Headquarters

Chicago, Illinois

### Services

Insurance and reinsurance brokerage and human capital consultant

### Critical Needs

Application monitoring solution to identify faults and drill down to identify the cause of those issues

### Solution

Foglight

### Results

- Ability to roll-out a Europe-wide, browser-based application
- Reliable tools to meet Service Level Agreements

## The Bottom Line

“Foglight has given us the confidence to roll-out a Europe-wide, browser-based application,” sums up de Hass. “Now we’ve got the tools to meet our Service Level Agreements, and to demonstrate to our users that we’re delivering the service they need.”

## About Aon

Aon is a world leader in risk management, insurance broking, reinsurance and human capital consulting services. In Gaelic the name means ‘oneness’. In practice, the name describes their integrated, client-focused approach to solving complex problems. Through the depth of a worldwide organisation with experts across hundreds of disciplines, Aon helps uncover and mitigate the many liabilities and human capital challenges its clients face today, in order to insure their vision for tomorrow.

Aon is the world’s second largest insurance brokerage company based in Chicago USA. It operates in the Americas, the UK, the Asia Pacific and EMEA. The European business, with its Shared Services Centre in Rotterdam, is the customer for Quest Software’s Foglight.

## About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their databases, applications and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at:

**[www.quest.com](http://www.quest.com)**