



Case Study Aon Asia



“By using MindManager to deliver our project management methodology, we expect to save a tremendous amount of time rolling out the knowledge portal project to Aon’s 14 Asian offices.”

ROI

- Significant time savings in defining, understanding and communicating complex processes
- Improved, accelerated portal project implementation
- Shortened internal sales cycle

Company Profile

Aon is a world leader in risk management, retail, reinsurance and wholesale brokerage, claims management, specialty services and human capital consulting services. Aon Corporation has 47,000 employees in 500 offices in 120 countries around the world and \$10.2 billion in annual revenue for 2004. Aon Asia has 1,200 employees and offices throughout Asia.

Challenge

Efficiently deploy country-specific knowledge portal sites to Aon offices in 14 Asian countries.

Information Management/Project Planning

Global risk management firm uses Mindjet® MindManager® to develop and implement multinational intranet project

As a Fortune 300 insurance brokerage firm that conducts risk assessment and management for a wide range of industries from oil and agriculture to space, aviation, and telecommunications, one of Aon's chief assets is its intellectual capital. So when Tom Gill, CIO of Aon Asia, and his regional IT team were asked to develop and roll out new knowledge portal sites across Asia, there was more at stake than providing employees with e-benefits resources like health forms and 401(k) information.

Harnessing intellectual capital

If, for example, Aon experts in Japan are trying to assess the possible risk of explosion at an oil refinery, they need to be able to quickly locate in-house experts, insurance suppliers, competitive information, and relevant documents. They can then quickly assess associated risk factors and advise the refinery on how to minimize them.

Using Mindjet MindManager, Aon Asia has been able to quickly establish and clearly communicate a best practice methodology for replicating the knowledge portal project. The methodology is now being pushed out to Aon offices in the 14 Asian countries the team supports.

Gill's IT team first created a pilot portal project at Aon offices in Singapore. Glen Francis, Aon Asia eBusiness Regional Manager and lead for the knowledge portal project, says the portal project team first used Mindjet's business mapping software to design the pilot project. Since then, the team has used Mindjet MindManager every step of the way to both improve overall project performance and reduce the amount of paperwork ordinarily needed to communicate information on a project of this size.

Time saved, opportunity costs reduced

“In the Singapore pilot project phase, we first measured MindManager's success in terms of the significant time Aon management saved in determining key project tasks,” Francis says. “Then we looked at the time project committee members saved by getting this information in a visual format that enabled them to quickly grasp exactly what was expected of them. Time savings in these areas are very important to us because of the opportunity costs involved. Most of the committee members are Aon brokers who had to divert their energies from sales activities to make the pilot project a success.”

Keeping track of project details

Francis says that the way the maps improved the IT team's ability to maintain a clear and flexible view of the portal project translated into a big productivity gain. Being able to toggle between overview and details, he says, helped keep the portal project on track, clearly showing committee members the tasks required within each project phase –even as the project changed to meet changing conditions.

In particular, Mindjet MindManager helped the team:

- Clarify and communicate project vision and strategy
- Deliver Aon's corporate project management methodology in an easy-to-understand manner that concisely communicates:
 - What is needed for each project phase
 - Product/work breakdown structure
 - Action plans to resolve

Solution

Use Mindjet MindManager to plan and implement a portal site development pilot project for Aon Asia's Singapore office. Deliver Aon's best-practice methodology in MindManager. Use MindManager to replicate portal project across Asia.

Product

Mindjet MindManager

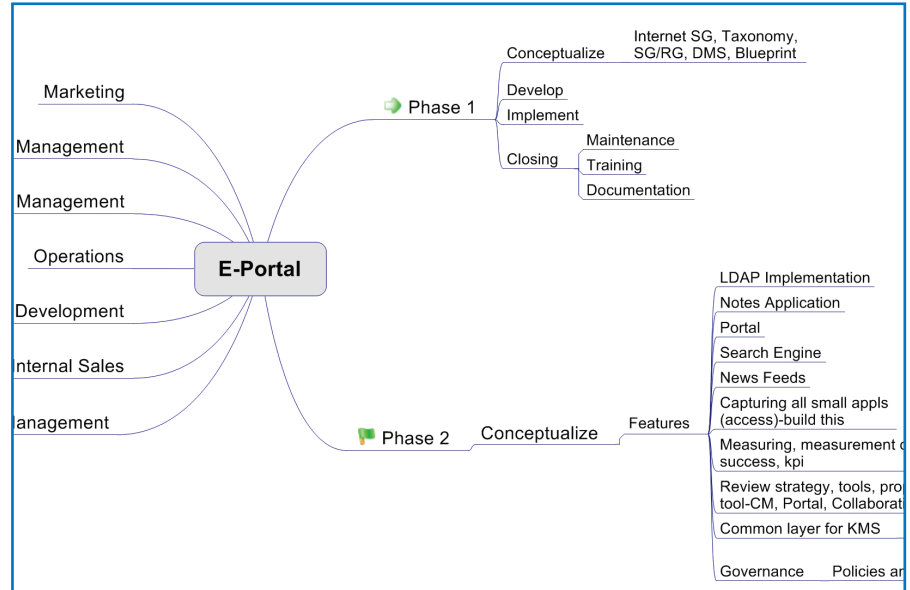
Key Features:

- Level of detail
- Hyperlinks

Result

Mindjet MindManager has given Aon Asia's IT team a unique ability to maintain a clear and flexible view of a complex project. The team has created a concise, compelling set of knowledge portal project documents that will improve its ability to win project approval in each country. Once approved, the maps will improve and accelerate project implementation.

- Project team task list
- Communication agenda
- Design and run project-related workshops
- Risk management issues
- "Concerns and Issues" fish bone diagram problems
- Best practices



Project planning with Mindjet MindManager

Putting key information at customer fingertips

MindManager maps help you pinpoint the exact steps you need to pay attention to,” Francis says. “Instead of just sending someone a three-inch-thick project manual and expecting that they will understand how to implement it, we now attach a MindManager map as well. The map visually shows how each document relates to the project from a high-level view, and then enables each user to drill down to access related insights, information and documentation. MindManager has saved our internal customers a lot of time previously spent plowing through these big documents to figure out where to begin. It has also saved our department a lot of time trying to communicate our ideas with business units and other internal IT customers. Finally, it has reduced the amount of time needed to implement the project because it helps facilitate communication.”



Mindjet Corporation

Koshland Building
1160 Battery Street
San Francisco, CA 94111 USA
Phone +1 (415) 229-4200
Fax +1 (415) 229-4201
sales@mindjet.com
www.mindjet.com

To find out how other leading organizations have benefited from Mindjet MindManager, visit www.mindjet.com/casestudies.