

# Success Stories



## Aon Services Group

Paragon® KVM lets outsourcing arm of world's largest reinsurance intermediary respond to emergencies at multiple client sites from one location, with pooled human resources.

### The Challenge

Headquartered in Chicago, the Aon Corporation is a Fortune 500 company and a world leader in risk management, insurance and reinsurance brokerage, human capital consulting services and outsourcing solutions. The Aon Services Group (ASG), its outsourcing and alternative distribution arm, provides services to a host of clients, including independent insurance agents and brokers; professional and third-party affinity groups; individual consumers, companies and organizations; and insurance carriers.

ASG's end-user population is geographically dispersed across many sites. In April 2002, its IT infrastructure included 125 servers and numerous other network devices. All those sites needed hands-on attention from system administrators in order to keep the hardware, software and services up and running. Cameron Gocke, an ASG Systems Engineer, was faced with the decision of either hiring trained engineers and administrators to be on call 24/7 at each site, or providing his existing staff with secure, remote access to all the servers in all the data centers.

"We opted for the latter," said Gocke. The infrastructure management solution also had to incorporate both out-of-band and over-IP connectivity, to be able to survive a network outage and to extend control through any SSL-secured browser window.



Gocke's single most important criterion for selection was reliability, but scalability and flexibility were also key elements of the final choice.

"We needed a scalable solution that could grow with us as our server environment expands," he added, expecting the number of servers to double from 125 to 250 before the end of 2003. But Gocke wasn't going to take anyone's word for it: the final selection would be made on the basis of head-to-head testing between the final candidates.

#### Customer:

The Aon Services Group

#### Challenge:

Outsourcing arm of reinsurance giant needed centralized management of 125 servers and other infrastructure devices, spread across multiple sites

#### Solution:

Raritan's Paragon KVM solution with the IP-Reach option

#### Benefits:

Aon Services Group avoided the costs of hiring trained personnel for each site, sped up its problem resolution and gained emergency access to KVM switches and the servers they controlled.

## Success Stories - Aon Services Group

### The Solution

After an extensive selection and testing process, Gocke chose Raritan's award winning Paragon® Cat5 analog KVM switch and the IP-Reach® remote access gateway. "When evaluating a solution with multi-user IP access to the KVM switches, we looked at Raritan and the leading competition's," said Gocke. "We tested the competition's digital series, but it was too slow for us to use - Raritan's Paragon performance was head and shoulders above."

Paragon provided: superior performance; the economy, range and convenience of Cat5 cabling; and 100% server availability for BIOS-level troubleshooting and even re-booting. And, with IP-Reach's 128-bit SSL-encrypted remote access, this solution offered Web-based, non-blocked multi-user access without compromising security. According to Gocke, Paragon seemed to offer all the benefits with none of the compromise required with the other vendor's solution.

### The Results

Aon Services Group has been live with the Paragon solution since May 2002 and has experienced 100% uptime. "Raritan delivered exactly what it claimed," noted Gocke. Gocke has realized significant savings with the Raritan solution, reducing his need for IT personnel and speeding his problem resolution time for server and network incidents.

"With our database clusters, we need a stable environment for our KVM switches, and any in-band remote management tool – whether software- or management card-based – lends itself to instability," said Gocke. "We solved that problem. And, since our Raritan remote management solution is server independent, no drivers or software needs to be loaded onto the server."



### The Future

In the near future, Aon Services Group will be building a disaster recovery site in a co-location facility and will need to replicate what is in the data center. "Unless we want to staff the DR facility, Paragon with the IP-Reach option will be the only solution for us," concluded Gocke.

Raritan, Inc. is a leading supplier of solutions for managing IT infrastructure equipment and the mission-critical applications and services that run on it. Raritan was founded in 1985, and since then has been making products that are used to manage IT infrastructures at more than 75,000 network data centers, computer test labs and multi-workstation environments around the world. From the small business to the enterprise, Raritan's complete line of compatible and scalable IT management solutions offers IT professionals the most reliable, flexible and secure in-band and out-of-band solutions to manage data center equipment applications and services, while improving operational productivity. More information on the company is available at [Raritan.com](http://Raritan.com).

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