

## A Legacy of Partnership and Progress

Aon, a global leader in professional services, has long recognized the power of technology in delivering data-driven solutions across risk, retirement, and health domains. Over the course of their digital transformation journey, Aon partnered with Cprime|INRY over the course of 25+ projects—each one a building block in creating a robust, enterprise-wide platform. These initiatives spanned departments and regions, enabling automation, improving service delivery, and laying the groundwork for a scalable ServiceNow ecosystem.

This long-standing collaboration fostered a deep understanding of Aon's operational landscape, allowing us to evolve from a solution provider into a strategic partner. The most recent initiative marked a pivotal moment in this journey—not as a departure from the past, but as a natural progression toward platform maturity and long-term sustainability.

## A Strategic Shift Toward Stability and Scale

Unlike earlier projects that focused on deploying new modules or standalone configurations, this initiative was designed with a broader vision. It aimed to



stabilize and expand the Customer Service Management (CSM) module while ensuring the platform could support Aon's evolving needs without disruption. The effort was not just about solving technical issues—it was about future-proofing the platform, aligning it with ServiceNow's out-of-the-box best practices, and enabling continuous improvement through Cprime|INRY's CloudCover managed services.

Supporting the legacy of 28 successful implementations required a thoughtful approach to governance, integration, and performance. One of the key challenges was the reliance on the base Case table, which limited flexibility for introducing new service request processes. The solution laid

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in migrating to ServiceNow's native Case Types—a move that would enhance maintainability and unlock new capabilities.

## Collaboration in Action

The success of this project was rooted in collaboration. We facilitated a series of strategic planning sessions and cross-functional workshops, bringing together stakeholders from across Aon to co-create solutions. This collaborative spirit led to the introduction of a new case management flow called PASC, tailored to the needs of a specific team within Aon. To support this, new service request processes were implemented within Aon's Polaris platform, enabling seamless case creation and tracking.

Throughout the engagement, our CloudCover model provided the structure and agility needed to manage change effectively. The team focused on resolving critical platform defects, optimizing existing configurations, and reducing customizations—ensuring that the platform remained resilient and upgrade-ready.

## Delivering Measurable Impact

The outcomes were both immediate and far-reaching. 100 user stories were successfully deployed

to production, reflecting the scale and precision of the work delivered. The migration to out-of-the-box configurations significantly reduced technical debt, simplified future upgrades, and improved platform scalability. By aligning more closely with ServiceNow's best practices, Aon empowered its teams to manage service requests more efficiently and with greater confidence.

The introduction of the PASC process and Polaris-based tracking brought new levels of visibility and control to case management. Meanwhile, the continued support for the 28 prior projects ensured that the platform's legacy remained intact, even as it evolved to meet new demands.

## A Platform for the Future

This initiative stands as a testament to what's possible when strategic vision meets trusted execution. Through Cprime|INRY's CloudCover, Aon transformed its ServiceNow platform into a more resilient, scalable, and future-ready solution. The engagement not only addressed immediate operational needs but also laid the foundation for sustainable growth and innovation.

This success story is not just about a project—it's about a partnership built on trust, collaborations, and

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a shared commitment to excellence. As Aon continues to evolve, its ServiceNow platform—supported by Cprime|INRY—remains a powerful enabler of service excellence and digital agility.



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