

2016 HPE Software Innovator Awards

Raj Sonty, AIG Inc.

Gary Ruppel, AIG Inc.

International insurance giant gathers insight about IT spending with HPE Project and Portfolio Management software through SaaS

Winner

Transform to a Hybrid Infrastructure

Software

- HPE Project and Portfolio Management (PPM)

Services

- HPE Software Services
- HPE Adoption Readiness Tool
- HPE Education Services

High-level overview

Using HPE Project and Portfolio Management (PPM) on Software as a Service (SaaS) Software, AIG realized the following benefits:

- Facilitate tracking and reporting of dollars spent, giving senior management visibility into annual IT spending and total cost of ownership (TCO) of IT assets to make informed budgetary decisions
- Establish a consistent time tracking method so that senior management receives a clear reporting of meetings, operational support and time off at all global offices and can make accurate decisions about whether IT efforts strategically align with business objectives
- Help IT department managers determine the best places to target their maintenance, upgrade and support efforts for 3,000 applications companywide, identify duplicated services and decommission end-of-life, uneconomical applications
- Facilitate cultural change and compliance so that IT is more responsive to vital revenue-generating business demands
- Provide data about non-labor IT costs so that senior management can determine TCO during Phase 2 of the cost transparency project

- Enable project management for up to 5,000 projects during Phase 2 to track spending of funded and unfunded projects, improve cost containment and pinpoint the right demand for IT services given current market conditions

Company

American International Group, Inc. (AIG), a major worldwide insurance organization, serves 89% of Fortune Global 500 companies and 90 million commercial, institutional and individual customers in more than 100 countries and jurisdictions. Operating almost a century, AIG also provides life insurance and retirement services in the United States.

Contacts

Raj Sonty, VP and Head AIG Global IT PMO and Technology Portfolio Office, and Gary Ruppel, AVP Global IT PMO and Technology Portfolio Office at AIG Inc.

Business goals

Under tremendous scrutiny to cut costs by implementing simple and consistent global solutions, AIG designed a series of cost transparency projects to gather data about

activities throughout the company. To gain insight about annual IT spending, senior management chose to deploy a strong, single time-tracking system, enabling 15,000 IT employees worldwide to log their work time and activities. The company previously provided project and portfolio management services on premise for 9,000 persons. The new operations management system and platform had to be designed, deployed, tested and executed as a SaaS model within 16 weeks. This aggressive schedule mandated knowledgeable, efficient team members both internally and externally and that all solutions and services providers join forces with AIG's Global Project Management Office Team.

AIG required software education and adoption services, including training units and the HPE Adoption Readiness Tool. HPE's Education Services team conducted a series of in-person training for AIG's User Acceptance Testing team and the Global Project Management Office team. HPE assisted AIG in building nine training modules that provided a comprehensive overview of the time tracking process. The training was accessible to staff through AIG's learning management system.

For the HPE PPM software, AIG acquired Level 3 SaaS support, which promotes business continuity and helps the IT staff quickly address any anomalies that may arise.

HPE Software products implemented

- HPE Project and Portfolio Management (PPM) on SaaS software

HPE Software Services

HPE Software Services designed, configured, installed and tested the HPE PPM software platform with SaaS. HPE provided knowledge transfer, offered best practices on timesheet configurations and worked closely with AIG's Global Project Management Office Team on loading resource project data. HPE ensured the configuration and deployment were successful and fully operational within strict deadline constraints.

Additional benefits

Meet an aggressive deployment schedule of 16 weeks, enabling the company to begin acquiring vital information to conduct intelligent financial planning and forecasting; provide configuration, integration, installation and education services to enable IT time tracking and time management for 15,000-18,000 users; standardize time reporting and foster greater management accountability for reporting and IT expenditures.



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