

iVOS WSI Implementation

Prepared by Aon eSolutions

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Aon Team

- Stephen Rhee – Chief Operating Officer
- Paul Holden – Chief Information Officer
- Lisa Dragon – Vice President Professional Services

Organizational Change Management

- 2007
 - Sandy Blunt – CEO
- 2008
 - Bruce Furness-interim CEO
- 2009 to Current
 - Bryan Klipfel named Director
 - Clare Carlson named Deputy Director
- 2010
 - Cathie Forsch brought onto project
 - Establish Program/Project Governance
 - Amendment 7 signed in September,2010
 - Scope changes agreed

Project Work Breakdown

Breakdown	Original Hours	Change Control	Total Revised Contract	Actual Hours
Implementation	15,033	8,932	23,965	34,230
Claims	3,896	1,588	5,484	23,340
Interface	500	40	540	1,068
Policy & Billing	1,500	0	1500	2,184
Data Conversion	3,838	2,923	6,761	5,878
Total	24,767	13,483	38,250	66,700

- ❖ Over 28,000 hours of additional work delivered above Revised Contract Plan.
- ❖ *Average of custom work for claims among Aon client projects in past 24 months is 400 hours*

Development Process

- Product releases scheduled 3 times per year
- Quality process improvements have included:
 - Inspections on pre release code with WSI
 - Regression testing with WSI data
 - WSI access to Aon test environments pre release
 - Onsite Aon support for every release
- WSI focused rolling patch strategy for go-live activities

Plan for Go Live

- Upgrade to June release
 - Aon resources onsite to assist
- Parallel testing by WSI thru September
- Critical Go Live issues addressed via rolling patch

Project Partnership Recap

- \$350k in Waived Software Maintenance
- \$400k Incurred Implementation Penalties
- ~28k in work not billed to WSI
 - ~\$3.4M in cost to Aon
- Increased since 2008 staffing on development and quality assurance
- Non-billable Onsite support from professional services and technology 2009 to current

Questions
