

**PlanetPress**

OL™ Software

**SOLUTION IN ACTION  
MANUAL PROCESS  
AUTOMATION  
AT AON**

**AON**

### ABOUT Aon

Aon is the leading global provider of risk management, insurance and reinsurance brokerage, and human resources solutions and outsourcing services. Through its more than 62,000 colleagues worldwide, Aon unites to empower results for clients in over 120 countries via innovative and effective risk and people solutions and through industry-leading global resources and technical expertise. Aon has been named repeatedly as the world's best broker, best insurance intermediary, reinsurance intermediary, best captives manager and best employee benefits consulting firm by multiple industry sources.



[www.aon.com](http://www.aon.com)

**“We have many processes like this that takes high error prone tasks that take up to 3 days and turn it to automated tasks that take 15 minutes. It’s been unbelievable. We have been saving so much time by just automatically pre-sorting our documents.”**

Rick Loiben  
Operations Manager

**“PlanetPress makes it easy to build anything I want right out of the box: a simple project that I am able to create easily can affect 10-15 people and make their lives easier.”**

Rick Loiben  
Operations Manager

## PLANETPRESS AN ESSENTIAL TOOL FOR AON

### Aon and the efficiency manager

Aon is the largest insurance broker in the world. The organisation is the middle man between organisations and insurance companies.

For example if a company needs insurance to enter a building for installations, Aon helps with insuring the on-time delivery at the best rates. So when it's time to go into that building, they will be fully insured.

Rick Loiben is the Operations Manager within the document production unit and is the one they come to when a client's request for document delivery seems impossible. Rick has had many achievements in this role and making people's lives easier is definitely one of them. He is also unofficially dubbed the Efficiency Manager because he gets his thrills from automating manual processes.

### At the Beginning of the story with PlanetPress:

#### 4000 PDF files to standardize

Rick remembers his first implementation with PlanetPress:

*“One of our customers had an extremely complex document delivery requirement. For each of their 4,000 locations, we had to mail a coverpage, a list of doctors to contact in case of a workplace injury, and a Workers' Compensation Posting Notice explaining what to do in case of a workplace injury. However, there were 3 different cover pages to choose from (based on Parent Company)... 50 + 1 (DC) state forms to choose from... and 4,000 unique lists of doctors. The worst of it was the fact that while the 4,000 lists were saved as individual PDF files, they were not named in a common way, and we would have had to open each one up and rename them. We knew we needed help, but didn't know who to turn to. One of our Ricoh reps told us that we could use PlanetPress to solve the problem and my appreciation for the product shot up from there. Seeing how easy it was to handle from a pretty low IT IQ perspective, we received training for it to see how else it could help Aon and I must say that the training was amazing. We were able to ask questions pertaining to us and it helped a lot to see the possibilities. Benoit (our trainer) was great! After the training, I was able to see all the places where PlanetPress could help.”*



## About PlanetPress

For variable data printing and the automated improvement, management and distribution of your business documents.

PlanetPress is a professional software solution allowing organizations to maintain and grow their client base by adding value to business documents and distributing them in a format that best suits the recipient preferences.

Its ease of use, affordability and open architecture make it the perfect solution to quickly and easily enhance, produce and distribute business documents with relevant content that will be sure to capture the reader's attention and get the message across.

## Benefits from PlanetPress

- ▶ Communication personalisation
- ▶ Multi-channel distribution
- ▶ Operational flexibility and freedom
- ▶ Document related task automation
- ▶ Intelligent print job management
- ▶ System costs reduction
- ▶ Human resources costs reduction
- ▶ Print costs reduction
- ▶ Postal costs reduction

## Benefits of PlanetPress: Less manual labor, fewer errors, time saving

Rick has an overseas team that helps him complete document requests. While they can complete electronic distribution, they are unable to put any of those documents in the mail for hardcopy delivery. After distributing it electronically, they would attach the PDF to the request and route the request to the US so head office could print, fold, stuff, and then mail that document.

This was causing a lot of errors and some backlog in print rooms so Rick thought, how can PlanetPress help? He was able to create a process where the overseas team drops the file they created into a hot folder that then starts a process to sort the document by page count and send the file to printers where they were handled automatically. That means no more congestion in print rooms and less employees needed to stuff envelopes. Now those employees are producing documents... and not just distributing them; enjoying a much better work life.

Many processes had high error prone tasks and took up to 3 days. We turned them into automated tasks that take only 15 minutes.

**“It’s been unbelievable. We have been saving so much time by just automatically pre-sorting our documents.”**