



JLT adopts Highlight to improve employees' experience of vital IT services

Jardine Lloyd Thomson is one of the world's largest providers of insurance, reinsurance and employee benefits related advice, brokerage and associated services. They have offices in 40 territories with some 9,500 employees, supported by the JLT International Network, offering risk management and employee benefit solutions in 135 countries.

The Group was formed in February 1997 by the merger of Jardine Insurance Brokers and Lloyd Thompson Group. Lloyd Thompson was founded in 1981 and listed on the London Stock Exchange in October 1987. The merger combined Lloyd Thompson's specialist skills in the London Market with Jardine Insurance Broker's international network which included a significant presence in the Asia Pacific region.

To gain a full understanding of how its employees experience its IT services, Jardine Lloyd Thompson (JLT), the leading British-based global insurance and benefits consulting business, has adopted netEvidence's Highlight SaaS monitoring

Challenge

Ian Cohen, Group CIO at JLT says, *"The issues we wanted to address were about that essential 'experience' of IT services; something quite different to how an IT team traditionally measures its own performance."*

"For example, our current outsourcing experience, like many that are focussed on infrastructure and infrastructure services, comes with a certain lack of transparency," he adds. "It's not that our sourcing provider isn't being transparent; they actually try hard to be as open as possible."

"However, sourcing contracts are geared around physical measures like server up time, capacity and performance which provide only half the picture; it says nothing about your colleagues' experience of the service itself."

Ian Cohen
Group CIO, JLT



Solution

Highlight now monitors and reports on how key services are performing, in real-time, between JLT's main UK offices, its farm of Citrix servers and its data centres.

It provides clear indicators on the experience of consumers with traffic light colours to identify if any service is underperforming and where.



This could be the Citrix desktop tools for email and file sharing through to VoIP which is vital in the call centre.

Applications that form part of a service, including accounting and payroll are also monitored.

JLT will soon extend Highlight to monitor multiple offices in cities across 24 countries.

Results

Chris Hunter, Group Services Delivery Director who manages JLT's global IT services says, "Of the solutions we saw, Highlight offered the most flexibility and gave us the greatest insight both in real-time and historically.

With Highlight, we are able to put ourselves in the seat of our colleagues and see our services through their eyes. The key was that we worked closely with our outsourcing service provider - we didn't want them to feel threatened but rather embrace and augment the service we deliver to our colleagues."

"With Highlight, we can put ourselves in the seat of our colleagues and see our services through their eyes"

Hunter adds, "When a colleague calls the service desk with a problem saying 'it's broke' - we have access to detailed information to improve the quality of that interaction and we can have a far better informed conversation.

"Highlight's visualisation is good, the set up was easy and we are really happy with it. We particularly like that it is a Software-as-a-Service model. We will now refine it as we move forward with more locations."

"With Highlight, we can put ourselves in the seat of our colleagues and see our services through their eyes"

For further information, please contact your account manager. If you don't have an account manager yet, you can get in touch at:

✉ sales@highlight.net

☎ +44 (0)1483 209970

highlight
see clearly