

NTT DATA modernizes Aon's collaboration environment in Brazil

Collaboration modernization strengthens video capacity and client engagement



AON

Client profile

Aon plc is a leading global professional services firm operating in more than 120 countries. The organization provides integrated Risk Capital and Human Capital solutions, helping clients make strategic decisions to protect and grow their businesses. In Brazil, Aon operates across multiple locations and prioritizes service excellence and efficient collaboration across its teams.

NTT DATA led a modernization initiative for Aon's collaboration environment in Brazil to improve the employee and client experience, standardize the technology infrastructure, and make hybrid collaboration more efficient. Over two years, the initiative integrated platforms, upgraded equipment and redesigned meeting spaces, increasing videoconferencing capacity to three times its previous level and significantly expanding client interactions.



We focused on making collaboration as seamless as possible, regardless of platform or location. Today, we connect teams and clients faster and more reliably, strengthening how we present solutions and work with clients.”

Felipe Abreu, Head of Digital Workplace Experience, América Latina na Aon

3X capacity

in videoconferencing, with a significant expansion of video-enabled rooms

50%

increase in client meetings, enabling more productive interactions

Standardized, integrated technology,

supporting multiple platforms and efficient hybrid collaboration

Business need

As hybrid work became embedded across the business and client engagement became more digital, Aon's collaboration environment needed to support a faster, more consistent experience. Multiple platforms and limited infrastructure standardization were creating unnecessary complexity, making it harder for teams and clients to connect with the speed, reliability and quality they expected.

Meanwhile, limited videoconferencing room capacity and a broad mix of technologies affected the user experience and constrained meeting effectiveness. Aon needed a more integrated, scalable and easy-to-use collaboration environment to maintain operational efficiency across locations without compromising the quality of interactions.

Solution

NTT DATA addressed this challenge by integrating videoconferencing platforms, upgrading equipment and reconfiguring rooms to support multiple meeting formats, onsite and remote.

In addition to adopting platform-agnostic solutions compatible with different technologies, NTT DATA created dedicated client-facing spaces with customizable

technology resources, reinforcing Aon's commitment to delivering a more consultative and interactive experience. Environment management was also strengthened with continuous monitoring tools, enabling proactive identification and resolution of issues.

NTT DATA also implemented digital room scheduling panels, bringing greater visibility and organization to how meeting spaces are used.

Outcomes

The modernization of Aon's collaboration environment delivered meaningful impact across operations and client relationships. As Abreu notes: "The increase in interactions is not about having more meetings. It is about making those meetings more productive and relevant through better use of technology."

Aon now operates an integrated environment that delivers a standardized experience across its offices, **with videoconferencing capacity increased to three times its previous level, more rooms equipped for video collaboration and a 50% increase in client meetings.**

NTT DATA also provides ongoing operational support for the environment, helping ensure high availability and continuity for Aon across multiple locations in Brazil.



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