Case study

Aegon Breaks Down Silos and Gains Visibility into the Application Portfolio

About Aegon

Aegon provides life insurance, pensions, and asset management products with its roots dating back to the mid-1800s. Aegon has a global presence in more than 20 countries.

Challenge: Siloed Business Units and Unreliable Data

The Global Design Authority within the Global IT Office provides and promotes IT design leadership. Because Aegon is federated, the independent Aegon companies have tended to operate autonomously, resulting in application duplication increasing costs and risk while leading to variances in data quality across business units.

There was little visibility into the application estate globally and locally across the organization. It became critical for the company to know which applications they had, how many applications they were paying for, and which were being duplicated across business units.

Aegon needed to gain a comprehensive view of the global and local application estate and identify areas of functional redundancy, opportunities for rationalization and standardization, and areas of technical risk and debt. The Global IT Office put forth an initiative to make better use of its money and drive-down operational costs, manage risk, and grow in a structured, stable manner.

"One of the biggest challenges we faced is how IT was viewed and the value we brought the organization," says Nathan Thompson, Architecture Consultant in the Global IT Office at Aegon. "We had to become a business partner and begin speaking the language of our stakeholders."

Solution: Centralize and Standardize Data on Troux

Dean Holland, Head of the Global Design Authority for Aegon, surveyed each country about their data sets. They quickly realized they needed a better tool to give them a global and local view of the applications as well as store all the data in a single location using standard data definitions. Because they needed to align all their application models with the business capability model, they decided to

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Overview

Customer:
Aegon

Industry:
Insurance

Employees:
28,000

Geographies:
More than 20 countries

Aegon has gained new visibility into its global and local applications, centralizing the data and allowing the company to analyze the data for real-time insights.

> *"Troux has a very extensive meta model, therefore we can increase the quantity and variety of data held in the tool to deliver greater value."*
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> *— Dean Holland, Head of the Global Design Authority, Aegon*

settle on the ACORD business model across the entire organization, to which all applications are mapped.

Troux by Planview was selected to help the team build its repository and promote standardization. The initiative is managed by the Global Design Authority in conjunction with the business unit architecture functions. They are working on delivering incremental value by focusing on a limited section of the meta model at a time.

"Troux is helping us establish a common repository for global application, business, and technology architecture which can be used both by individual country units and the group at a global level for insight into the enterprise and IT landscape," says Holland. "By managing application to the ACORD business capability model and through the use of the graphical representation of data in Troux Insight, we have taken big strides toward achieving our goals."

The ACORD capability model is an industry standard which Aegon has slightly modified to better suit their organization and is a foundation layer of the work they are doing with Troux. Having a standard approach to the management and use of application portfolio management has allowed for increased collaboration and sharing across the various Aegon entities.

"Troux gives us a central repository with built-in data quality checks and workflows, supporting enterprise architecture best practices," says Thompson. "Our entire application state, including cloud apps, purchased apps, and custom-built apps, are now mapped to our capability model so we can identify opportunities for rationalization. We better understand our balance, so we can make strategic decisions."

Because each application has an IT owner and business owner who are responsible for maintaining data, governance is inherent. A workflow automatically sends an email to the relevant owner, asking for their application to be reviewed, or the CTO orIT Director can request an ad-hoc review if a regulator requests one.

"Troux has a very extensive metal model; therefore, we can increase the quantity and variety of data held in the tool to deliver greater value," says Holland. "Furthermore, at Aegon, we have multiple source systems for application information. By creating integrations with Troux, we can begin to move toward a central source of data for application information. As data types grow, we will gain additional benefits by creating links to many components of the application, allowing us to better understand dependencies and relationships, and the impact and pace of change."

Results: Improved Visibility and Control over Global and Local Assets

By implementing Troux, Aegon now has:

- View of applications in the estate, categorized so Aegon can understand where they have a high number of tools in the same space globally

- Application estate mapped to a capability model to easily identify opportunities for rationalization

- Defined application types and build types

- Visibility into all discoverable software in the estate

To learn more about Troux, visit **Planview.com/Troux**

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