



Hewitt Associates

A global human resources outsourcing and consulting firm delivering a complete range of human capital management services.

Industry: HR Consulting
Geography: United States

Deployment Summary

- Grid computing offloads requests for pension benefit calculations from mainframes onto lower-cost blade servers.
- Grid infrastructure supports high-volume transaction processing in a resilient and fault-tolerant manner.

Benefits

- Grid computing reduces by 90 percent the cost of processing a mainframe calculation.
- Grid solution eliminates wasted processing capacity and performs the most complicated calculations 10 to 15 seconds faster than the previous solution.
- Grid infrastructure eliminates the need for customer companies to wait for mainframe batches to run; they can now run reports themselves and give their employees self-service options for accessing information in Hewitt's system over the Web.

"TIBCO has built its business on a grid-computing platform that allows customized applications to use virtualization and automation to share IT resources in a heterogeneous environment ... as organizations become more mature in managing IT services over time, a natural inclination is to optimize by consolidating and reducing costs."

Gartner, Cool Vendors in IT Operations, 2006

Hewitt reduced pension benefit calculation costs by 90 percent

Background

Hewitt Associates is a global human resources outsourcing and consulting firm delivering a complete range of human capital management services. The firm manages HR benefits for 16 million people, processing more than 69 million online transactions a week for companies such as Sony Electronics, Inc. and Johnson and Johnson.

Challenge

As a result of M&A and new client acquisition, Hewitt experienced a dramatic surge in the number of pension "what if" requests hitting their website. This created a large volume of unpredictable self-service requests from their portal environment — workload that was processed on the mainframe. They could not guarantee end user response time and the growing transaction costs were making the customer relations unprofitable to service.

The problem centered on one calculation: figuring an individual's pension benefits based on his or her company's specific plan. Hewitt's traditional approach was to use a mainframe to do that calculation, but the Internet was making that too expensive. Pre-Internet, employees might have gotten a printed individual report when they retired and maybe an update when they were 50 or 55.

Now HR managers expect instant access to that number online, as often as they want. Having expensive mainframe capacity waiting around for the requests to come through the system wasn't practical. Finding a better way was an obsession with Hewitt's IT group. Two-thirds of Hewitt's revenue comes from HR outsourcing services, which handle everything from managing health-insurance benefits to cutting payroll checks for companies that can have tens of thousands of employees. Client companies consider information about employees their data, so if they want access to it, Hewitt needs to figure out ways to deliver it while still making money.

Solution

Hewitt proved that grid computing could help reduce by 90 percent the cost of processing a mainframe calculation. Hewitt considers the systems that run its outsourcing business one of its main competitive advantages.

Leveraging TIBCO GridServer, Hewitt was able to offload these requests onto lower-cost blade servers. GridServer's ability to support high-volume transaction processing in a resilient and fault-tolerant manner helped Hewitt reduce its transaction costs by 90 percent while improving performance.

TIBCO was honored with a 2004 IBM PartnerWorld® Beacon Award in the ebusiness on demand Innovative Solution category based on the Hewitt implementation. The award is given to recognize solutions that address the growing business need for real-time processing solutions that significantly reduce costs.

Results

The grid solution has eliminated wasted processing capacity, reduced pension benefit calculation costs by 90 percent, and performs the most complicated calculations 10 to 15 seconds faster than the previous solution. Rather than waiting for mainframe batches to run, Hewitt's customers can now run reports themselves and give employees self-service options for accessing information in Hewitt's system over the Web.

"Hewitt proved grid computing could help process a calculation at 90 percent of the mainframe cost. Hewitt considers the systems that run its outsourcing business one of its main competitive advantages.



TIBCO Software Inc. (NASDAQ: TIBX) technology digitized Wall Street in the '80s with its event-driven "Information Bus" software, which helped make real-time business a strategic differentiator in the '90s. Today, TIBCO's infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call The Power of Now®. TIBCO serves more than 4,000 customers around the world with offices in more than 20 countries and an ecosystem of over 200 partners. Learn more at www.tibco.com.

www.tibco.com

Global Headquarters
3303 Hillview Avenue
Palo Alto, CA 94304

Tel: +1 650-846-1000
+1 800-420-8450
Fax: +1 650-846-1005