



**Expert Consulting and Implementation Services
Governance, Risk and Compliance Solutions**

Advancing Organization Integrity Through GRC Solutions

Customer Advisory Group – Company Background

Delivering a quicker Return On Investment for clients

- The Customer Advisory Group, LLC (CAG) is a specialized SAP Governance, Risk and Compliance (GRC) and Security consulting company that was founded in 2012.
- CAG is an SAP Silver Partner providing Consulting Services for IAG, GRC & Security.
- CAG delivers a unique set of ‘Quick Start’ implementation options and provides subject matter expertise in the Governance, Risk and Compliance space and RISE to Cloud.
- All CAG members have extensive GRC, Application Security and Audit experience: collectively the CAG team has over 425 GRC, Security and Compliance engagements.
- CAG has close business relationships with SAP GRC Leadership, spanning 20 years.
 - The CAG Partner / Software collaboration dates all the way back to the inception of the product with Virsa Systems, that was acquired by SAP in 2006.
 - This unique relationship gives CAG the advantage of a direct line of communication to SAP GRC Leadership; we proactively and holistically identify and drive critical customer issues, software enhancements and provide industry feedback to evolve the SAP GRC solution.

Customer Advisory Group – Company Background

Delivering a quicker Return On Investment for clients

- CAG's mission is to provide strategic, independent and trusted Implementation and Support Services that ensures customer success.
 - We provide hands on Implementation, Advisory, Support & Training Services.
 - We provide Advisory Services for SAP GRC, Enterprise Security practices and Technology selection/adoption.
 - CAG has a wealth of Intellectual Capital within our company which results in higher quality and shorter engagements for our customers.
- CAG's key differentiator is that we only deploy experienced, senior and SAP certified GRC and Security Consultants.
 - The results are realistic, tangible, reliable and immediate providing customer ROI and customer self-sustainability.
 - There are no redo's or recalls, but rather repeat business from our Global Customers.
 - This is how we can help you!

Customer Advisory Group – SAP Silver Partner



CAG – IAG, GRC & Security Services

Delivering CyberSecurity & Data Protection for a quicker Return On Investment

- Customer Advisory Group (CAG) is an SAP Silver Partner providing consulting services for the OCFO Cybersecurity and Data Protection along with selected solution on the FI sales play.
 - Since early 2020, CAG has participated in the SAP initiative (OCFO – IAG, GRC and Security) Sales plays now, in 2022, called ‘Cybersecurity and Data Protection’.
 - This program supports SAP and SAP AEs with Cloud RISE initiatives with a unique set of ‘Quick Start’ implementation options and provides subject matter expertise in this space. This program compliments CAG’s GRC, Security and Compliance Implementation and Support Services.
 - CAG provides services to implement and support solutions, across platforms, to leverage a comprehensive SAP security portfolio to improve the effectiveness and consistency of identities, provisioning, segregation of duties, Security role management, information risk mitigation and digital asset integrity.
 - CAG delivers results by minimizing risks, ensuring continuity of business and strengthening our customer’s knowledge and capabilities. Our project engagements result in shorter project durations, higher quality and accuracy, immediate customer ROI and customer self-sustainability.
 - CAG serves Global Corporations at the Enterprise level in North America, Europe and Middle East.

CAG – IAG, GRC & Security Services

Delivering CyberSecurity & Data Protection for a quicker Return On Investment

- **CAG Implementation Services span the following areas:** ** Two of the core sales plays for the S/4HANA area include [Accelerate S/4HANA Finance Sales](#) and [Cybersecurity and Data Protection](#).
 - SAP Cloud Identity Access Governance (IAG)
 - SAP GRC Access Control (S/4HANA)
 - Implementations and Upgrades
 - SoD Ruleset Development
 - SoD Mitigation and Remediation
 - SAP Process Control
 - SAP Financial Compliance Management (FCM)
 - SAP Global Security Role Design projects (S/4HANA)
 - SAP Single Sign On (SSO)
 - SAP GRC and Security Assessments and Roadmap Development
 - SAP GRC and Security Support Services – On-Demand Support Hours
 - Audit Preparedness and Remediation
 - Pathlock– Solution Implementations
 - (Access Violation Management, Transaction monitoring, Risk Assessment & Control Automation)
 - Risk Management

* Note: Project durations vary by company, requirements and implementation service area.

SAP – Governance, Risk and Compliance Solutions

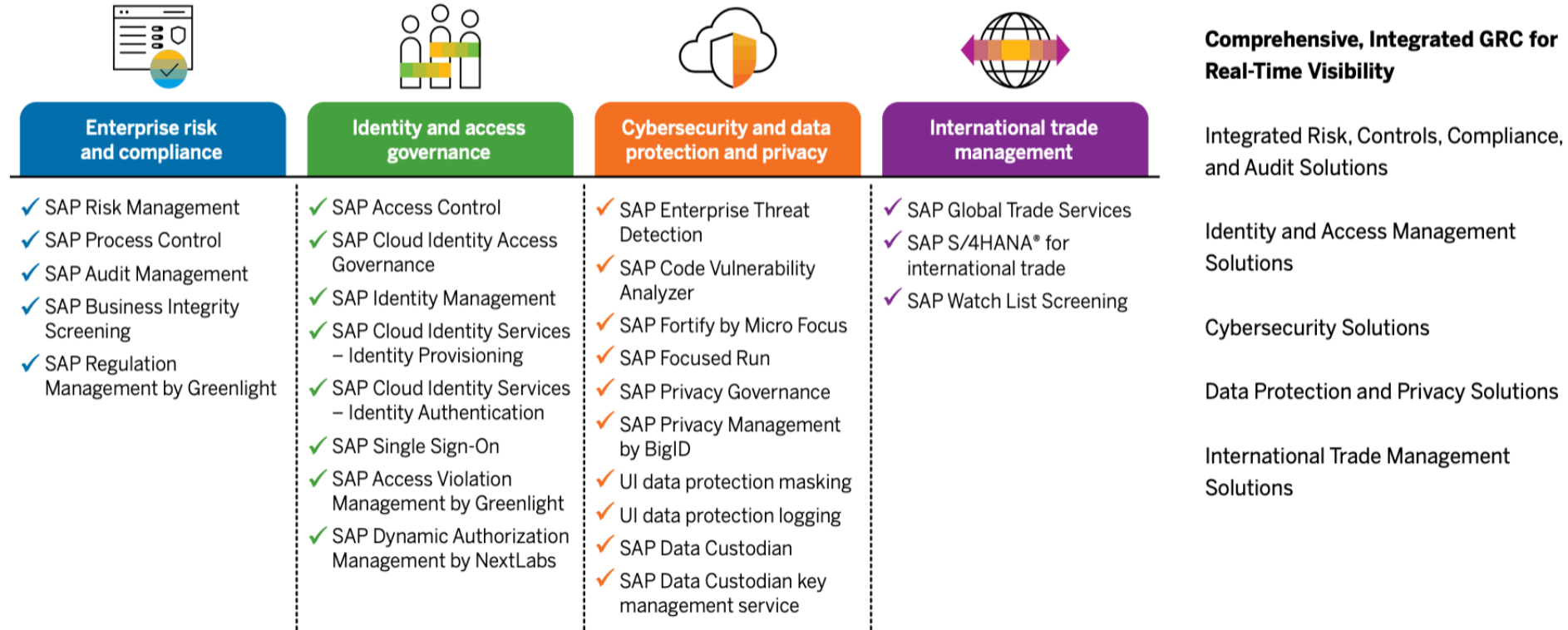


Figure: SAP® Governance, Risk, and Compliance Solutions

CAG – IAG, GRC & Security Services

Delivering CyberSecurity & Data Protection for a quicker Return On Investment

- **Identity Access Governance (IAG) – Quick Start Implementation Service**
 - Service package for rapid deployment of IAG for SoD Risk Identification
 - Leveraging a standardized best practice approach to get the customer up and running quickly
 - Detailed knowledge transfer for customer continued rollout and long-term sustainability
- **SAP GRC Access Control (S/4 HANA) – Quick Start Implementation Service**
 - Service package for rapid deployment of SAP Access Control (AC) suite
 - Leveraging a standardized best practice approach to get the customer up and running quickly
 - Detailed knowledge transfer for customer continued rollout and long-term sustainability
- **SAP Single Sign On (SSO) – Quick Start Implementation Service**
 - Service package for rapid deployment of SSO
 - Leveraging a standardized best practice approach to get the customer up and running quickly
 - Detailed knowledge transfer for customer continued rollout and long-term sustainability
- **SAP Process Control – Quick Start Implementation Service**
 - Service to configure and implement Process Control to include control development, basic testing and control monitoring functionality.
- **SAP Financial Compliance Management (FCM) – Quick Start Implementation Service**
 - Service to configure and implement the new Cloud Process Control to include control development, basic testing and control monitoring functionality.

CAG – IAG, GRC & Security Services

Delivering CyberSecurity & Data Protection for a quicker Return On Investment

- **SAP Access Violation Management by Pathlock – Assessment and Quick Start Implementation Service for targeted financial risk areas**
 - Service package for rapid deployment of SAP AVM for critical risk areas to identify and quantify financial risk that may now be increased due to reduced staffing levels, increased SoD, and reduced compensating control review in traditional Mitigating controls
 - Extend SAP Access or Process Control to non-SAP or Cloud Business Applications
 - Continuous Controls and Transaction monitoring to automate mitigation of SoD risks
- **Risk Assessment and Near-term and Long-term Roadmap Services**
 - S/4 HANA– Preparation for GRC, SoD Rulesets, Security Role design, Fiori, strategy and GRC enhancements
 - Services package to identify Security and Compliance risk caused by current global disruption
 - Planning Services for near term process, system configuration, and compliance policy changes to deal with immediate Business crisis requirements while maintaining audit and fraud prevention standards
 - Planning Services for “Post Disruption” activities to restore business activities in an efficient and compliant approach
- **SAP GRC 12.0 Upgrades – Quick Start Upgrade Service**
 - Service to perform SAP Access Control and Process Control technical and functionality upgrades and enhancements.
- **Emergency GRC Advisory and Security Support Services – SmartSourcing (20-hour blocks of remote time to be used at the discretion of the customer as and when needed)**
 - Service package to provide customers with emergency compliance and GRC/Security configuration guidance and advice to support increased SoD and Risk scenarios due to reduced staff levels, furlough situations, and increased SoD and Mitigation volumes
 - Hands on Security Support for mass employee access changes, reduced workforce, and business shift or shutdown processes

Customer Advisory Group – Customers & Partners

- **CAG's Global customers are in the following industry sectors:**

- Telecommunications
- Utilities and Energy
- Enterprise Software
- Industrial Manufacturing
- Medical Technology
- Food Products and Services
- Educational Publishing
- Pharmaceuticals
- Agribusiness
- Fast Moving Consumer Goods
- Fashion Design

- **CAG currently Partners with:**

- SAP
- Pathlock
- NextLabs

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Think Big,
Start Small,
Work Smart with CAG