<TOGGLENOW>®

Case Study

How we helped a leading Multi National Storage Battery Company with SAP GRC Enhancements?

Sep 2023

Help businesses succeed by providing them with innovative and effective solutions.

In a rapidly evolving business landscape, our commitment is to not just meet but exceed expectations. We believe in the power of innovation and effectiveness, and our solutions are designed to reflect this ethos. Join us as we explore how these pillars can elevate enterprises to new heights and ensure that success is not just a goal but a reality.

Client Background

Our client is a distinguished leader in the automotive and industrial battery sector, with a rich heritage spanning over seven decades. As a front-runner in the Indian market, our client has consistently set industry benchmarks, delivering high-quality energy storage solutions that power a multitude of vehicles and industrial applications. With a commitment to innovation, sustainability, and unwavering customer satisfaction, our client continues to play an integral role in shaping the future of mobility and energy storage, across the globe.

1947
Established in

7+
Subsidaries

5k+
Employees

40+
Global Footprint

Turning Challenges into Opportunities

Navigating the Path to Success...

How SAP Access Control 12.0 helped our client in addressing GRC challenges?

With an expansive operational footprint spanning multiple countries, the challenge of managing access control while ensuring strict compliance with both external regulations and internal policies had grown into a complex and time-intensive endeavour. In response to these challenges, the client embarked on a journey to fortify their Governance, Risk, and Compliance (GRC) capabilities, with a primary focus on bolstering security measures, streamlining approval workflows, automating risk assessment procedures, and enhancing overall operational efficiency.

In alignment with their strategic objectives, our client has successfully implemented the SAP GRC Access Control 12.0 solution, encompassing all four integral modules: Access Risk Analysis (ARA), Emergency Access Management (EAM), Business Role Management (BRM), and Access Request Management (ARM).

This comprehensive implementation represents a pivotal step in their pursuit of a more robust and agile GRC framework, designed to effectively address the multifaceted challenges of their industry while aligning with global best practices.

Challenges

Despite the implementation of SAP GRC Access Control, there remain certain tasks that continue to be executed manually, as the existing functionalities of SAP GRC Access Control do not align with the specific needs of the client.

1

Automatic Deactivation

To setup a robust process to revoke all roles and automatically lock user IDs when an employee was separated from the organization. This was crucial to prevent unauthorized access and potential data breaches during employee transitions.

Our client wants this activity to be triggered from SAP Success Factors (SF).

2

Additional Approvals

Currently, requests involving critical roles and Segregation of Duties are subject to the same approval process. However, our client intends to implement an extra layer of approval based on role ownership. This will involve directing these requests to a different workflow for reviewing critical roles and Segregation of Duties, ensuring a more comprehensive assessment prior to final approval.

3

Risk based Routings

Automating the identification and mitigation of potential risks associated with access requests was a priority.

Our client needed a solution that could analyze access requests against predefined risk criteria.

4

Auto Escalation

Our client would like to automate the workflow to escalate the Manager stage when the Manager ID either does not exist or had been deactivated. The request should be assigned to the respective Manager's Manager automatically. This would reduce delays in the approval process and improve overall efficiency.

Challenges

Manual activities within SAP GRC pose significant challenges. They increase the risk of regulatory non-compliance due to human oversight and inconsistency in data handling. Manual tasks are time-intensive, diverting valuable resources away from strategic initiatives and analysis. This manual approach hampers real-time risk assessment and response, leaving organizations vulnerable to emerging threats. Moreover, it often results in fragmented data silos and limited visibility, making it difficult to gain a holistic view of risk and compliance posture.
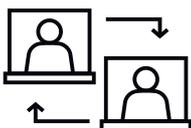
60%

Time spent in interacting with stakeholders in getting relevant information.
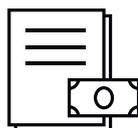
55%

Increase in operational costs due to manual approvals and other reporting activities.

15%

Unavailability of approvers leads to cancellations or staled requests.

#beyondgrc

Unleashing Client Success Through Innovative Solutions

Our #BeyondGRC approach reshapes risk and compliance into catalysts for business excellence, empowering our clients to thrive in today's dynamic business environment.

Solution

Through our expertise and dedication, we have not only met but exceeded our clients' expectations, propelling their success to new heights. Today, we invite you to explore the remarkable success stories that showcase how our innovative solutions have truly addressed our clients' business challenges.

Deactivation During Separation

ToggleNow implemented a robust process that ensured the automatic revocation of all roles and the locking of user IDs during employee separation from SuccessFactors to GRC. We utilized the IAG Bridge scenario to integrate GRC Access Control and SuccessFactors and further developed scripts to perform this activity. This enhanced security measures significantly reduced the risk of unauthorized access, thereby preventing potential data breaches and security incidents.

Integrated Role Owner Approval

ToggleNow integrated Role owner approval into the GRC workflow. Access requests were now subject to an additional layer of scrutiny by role owners, when there are critical and High Segregation of Duties risks especially with the roles that are marked as critical ensuring that only those with the necessary expertise and awareness of potential risks could get the access. We could achieve this with a custom ABAP function module and a set of BRF+ rules to determine the additional approvals needed.
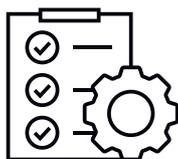
Automating Risk Analysis

ToggleNow leveraged advanced automation to analyze access control requests against predefined risk criteria. High-risk requests were automatically identified and flagged for immediate attention, allowing the client to mitigate risks promptly. This automation improved the efficiency of risk management within the GRC framework.
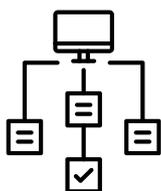
Streamlining Workflow and Approval Routing

We further optimized the approval workflows by automating the workflow to bypass the Manager stage in instances where the Manager's ID was locked or deactivated. A significant challenge was the frequent occurrence of stalled requests when the Manager's ID was inactive. To overcome this challenge, our enhancement incorporated an automatic detection mechanism to identify the Manager associated with each request. If the Manager was found to be inactive or non-existent, the access request will be redirected to the Manager's superior for approval. This optimization effectively reduced the need for manual intervention, eliminated unwarranted delays, and ensured strict compliance with established Service Level Agreements (SLAs).

Value Delivered

ToggleNow's GRC expertise helped the client in their transformation journey and delivered significant benefits to our client:

- Enhanced Security and Risk Management
- Streamlined Approval Process
- Improved Efficiency and Compliance
- Enhanced Workflow Automation

100%

Deactivation of user IDs via SuccessFactors on employee separation

100%

An automated request escalation to 2nd level Manager when a Manager ID is locked or does not exist.

100%

Review of requests with Critical and High Risks and Critical Roles.

100%

MSMP workflows are automated with risk analysis at every stage.

Let's Get Work Together

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Namaste!