SAP S/4 HANA IMPLEMENTATON AND SEGREGATION OF DUTIES REMEDIATION

How Pumpkin helped a European energy company to safely and efficiently implement SAP S/4 HANA

CASE STUDY

PUMPKIN CONSULTING

CASE STUDY

PUMPKIN'S END TO END SECURITY EXPERTISE ENSURED THIS S/4 IMPLEMENTATION PROJECT WAS DELIVERED ON TIME AND ON BUDGET

THE COMPANY

Our client is a European energy company with interests in energy generation, distribution and sales in the electricity and gas markets as well as having interests in renewables.

QUICK READ

This project benefited from a brand new role design optimised for a scenario where access was delivered 100% via Fiori apps rather than GUI transactions.

The project also took the opportunity to address segregation of duties for the first time and business mitigating controls were designed and deployed to mitigate any residual risks that couldn't be remediated.

With the role design fit for the future, our project team then deployed it into S/4 Hana and delivered the mandate of providing access to all functionality via Fiori apps.

PROJECT FOCUS

- S/4 security solution design and implementation
- Segregation of duties remediation
- Mitigating control definition

THE CHALLENGE

The client wanted to move from ECC to S/4 Hana on their Finance SAP system and move to 100% use of Fiori based access, with no GUI backend access. The legacy system had a relatively small user base of around 400 users and covered the Accounting (AP, GL, AR, AA), Controlling, Treasury (Core, Cash Management and IHC), Project Systems, Procurement and Sales SAP modules plus a new module for client Group Reporting was also to be implemented.

The most important challenge was to completely map every process, including ECC transaction usage to new Fiori apps, without leaving any gaps in access to complete the end-to-end processes. The client wanted to execute a completely new role build and for the first time incorporate the creation of catalogs and groups.

The client also wanted to review and fix a lot of its legacy SoD issues, as on the ECC system these had never been tracked and explored. Another challenge was that over time, the access difference gap between each user grew bigger, as each user within the same business function requested additional access (task-based) specific to themselves only.

Pumpkin were original pioneers of SAP security, safeguarding clients against risk, keeping their businesses running with a modern, human, client centred approach. We were one of the very first specialist companies incorporated to focus exclusively on the niche area of application security, we have experience with many SAP technologies from R/3 all the way up to S/4 and Fiori.

SOLUTION

We created a role design template for each area and listed current as-is task-based processes from the current design and asked the functional team to map these to the new Fiori apps required. This was a complex process of working with the functional team to define the requirements in a logical way, so that access to catalogs could be split into separate process steps, to be able to map to users functions and have control over any segregation of duties and future proof any changes in business processes.
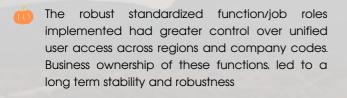
At first the requirements came in to us as lists of hundreds of Fiori app names with little other detail. We therefore worked with the functional teams to separate the list of apps out into task-based lists of apps and logical groupings for how users would view the available tiles, containing the apps, once logged into Fiori.

We ran workshops on Current SoD risk definition, and reviewed role ownership throughout the business. It was key for the business to take ownership of these two important issues and provide a central control with tracking. We were able to remove a lot of old SoD risks simply through analysing transaction usage history on the legacy ECC system, and removing access from job roles that was simply not needed.

Even after reducing SoDs and risks in job function roles, as it was a small user base, it was expected there would be users that need to perform several business jobs or roles in SAP so processes were created where the managers would document the SoD risk concern and put an appropriate mitigating control in place in order for the user to be permitted to have the access.

BENEFITS

- The robust standardized function/job roles implemented had greater control over unified user access across regions and company codes. Business ownership of these functions, led to a long term stability and robustness

- Business as usual support of user access going forward is much simpler and clear

- More business ownership and responsibility for financial risk and segregation of duties

- Performance issues have been addressed, the security design has been modernised and the user experience is vastly improved with new intuitive user interface (Fiori)

- Real time Group Reporting vs BPC has been enabled, providing one single point of entry for operations and reporting

- Transition to new future-proof IT solutions, benefits from new solutions with regular innovations

A full range of security knowledge and expertise was required on this project which covered role re-design, segregation of duties analysis and remediation, technical implementation of S/4 Hana with full scale Fiori included and implementation of mitigating controls, embedded into the business for effective management of SoDs.