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CASE STUDY

How we helped a leading
refractories company in automating
the Authorization Review process?

website
www.togglenow.com

CLIENT BACKGROUND

Our client, a leading Indian manufacturer of refractory products, serves various industries such as steel, cement, glass, non-ferrous metals, and more. With a rich history spanning over six decades, they have established a strong reputation for producing high-quality refractory materials and providing innovative solutions for the demanding needs of their customers worldwide.



Authorization Review Process

The manual authorization review process in SAP plays a critical role in ensuring data security, compliance, and controlled access within an organization's SAP environment. This process involves the meticulous examination of user roles, permissions, and access rights to various SAP modules and functions. These reviews are essential because they help identify and rectify any discrepancies, excessive privileges, or unauthorized access that could potentially compromise sensitive data or lead to compliance violations.

Typically, the manual authorization review process in SAP is a time-consuming and resource-intensive task. SAP systems can be highly complex, with numerous user roles and authorizations, making it challenging to keep track of who has access to what. Reviewing and updating authorizations manually can result in delays, errors, and increased operational costs.

Many organizations are increasingly turning to automated solutions and role-based access controls (RBAC) within SAP to

Streamline the authorization review process, enhance security, and improve overall efficiency.

CURRENT APPROACH

A fragmented approach to the manual authorization review process in SAP presents several significant challenges. First, extracting user authorization data from SAP systems can be a cumbersome and error-prone task, often requiring extensive technical expertise and time. Once this data is gathered, preparing reviewer-wise spreadsheets adds another layer of complexity, consuming valuable resources and increasing the risk of discrepancies. Sending these spreadsheets to individual approvers and subsequent follow-ups to collect reviewed data can lead to delays and communication bottlenecks, potentially slowing down the entire review process.

Furthermore, the de-assignment of roles from individual backend systems poses a unique challenge, as it requires a meticulous approach to ensure that users are not inadvertently denied access to necessary functions. Finally, documenting approvals and maintaining a clear audit trail can be cumbersome when performed manually, increasing the likelihood of oversight and compliance risks. To streamline this process and overcome these challenges, organizations are increasingly seeking automated solutions and centralized tools that can efficiently manage user authorizations, track approvals, and maintain comprehensive audit records within their SAP environments.

Step 1

Extract the user authorization data from the SAP systems



Step 2

Prepare reviewer wise spreadsheets



Step 3

Send the spreadsheets to individual approvers



Step 4

Do follow-ups to gather reviewed data



Step 5

Perform de-assignment of roles from the individual backend systems.

Step 6

Document approvals and trail documents.



CHALLENGES

30%

of the reviews are not performed in accordance to the guidelines.

70%

Around 70% of the reviews are carried out without even validating the data supplied to them.

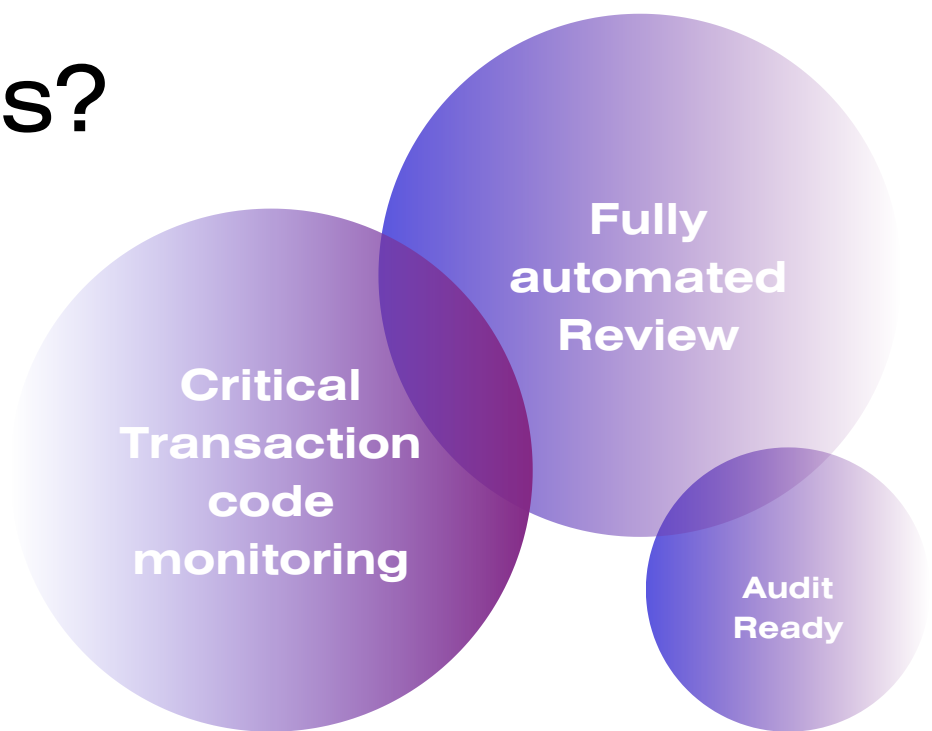
10%

It is estimated that around 10% of requests go unanswered or skipped.

Our client's primary challenge centers on initiating and effectively executing the User Access Review process. Throughout each phase of this undertaking, there is a significant reliance on manual efforts, involving activities such as data extraction, data consolidation, follow-up email communications, maintaining meticulous records of the approval process, and manual adjustments to user authorizations.

Additionally, auditors shoulder the cumbersome responsibility of manually examining change logs to oversee active users and monitor Tcodes and role usage information.

How we automated this process?



We executed the implementation of our User Authorization Review (UAR) solution - Review Now. Initially, we established clear user-to-manager mappings and subsequently, we synchronized data from various SAP systems across the landscape, ensuring a comprehensive assessment. Once these foundational steps were completed, we initiated the pivotal review process.

Within this review process, notifications were automatically generated and sent to Managers/Reviewers, making them to thoroughly examine the requests assigned to them within the UAR solution. They diligently assessed the user authorizations present in the system.

What distinguishes our approach is the transparency it provides to the GRC team. Through the UAR solution, the GRC team had the ability to closely monitor the progress and completion of these reviews. This oversight empowered the GRC team to implement automated reminders at specific intervals, guaranteeing that the review process remained on track and adhered to its predefined deadlines.

Moreover, our UAR solution not only streamlined the review process but also yielded concrete results. The finalized review reports, offering an in-depth overview of authorization statuses, were readily accessible within the solution itself. GRC team could efficiently retrieve and present these reports to auditors.

VALUE DELIVERED

Activity	Manual	Automated	Savings
Data Extraction	48 hours	1 hour	47 hours
Compilation	60 hours	Fully Automated	60 hours
Review Follow-up	176 hours	Fully Automated	176 hours
Removal Activity	30 hours	Fully Automated	30 hours
Documentation	10 hours	Fully Automated	10 hours
Efforts	324 hours	1 hour	99.69% of time

99.69% savings in efforts

With ToggleNow's UAR solution, 99% of activities are automated. A fully automated process that requires almost no effort.

Fully audit compliant

The UAR solution aligns with all audit requirements, with comprehensive documentation of change records and audit trails.

Central repository

The UAR solution centrally documents approvals, role removals, and audit trails.

Streamlined, Secure, Effortless.

The implementation of the UAR solution has streamlined the client's user access management processes, making them more efficient and secure. It is evident that the automation of user access, active user tracking, T code, and role usage has had a positive impact on the organization, leading to time savings and reduced manual work. This not only enhances security but also contributes to overall operational efficiency.



NAMASTE!

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