

Five Questions to Ask Before Migrating to SAP® GRC 10.0

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You wouldn't remodel the kitchen without knowing how long it will take, how much it will cost, the upgrades you'll receive, and what you could potentially recoup in resale. However, we're finding many companies are approaching a migration to SAP® GRC 10.0 without answering some very strategic questions about it. Yes, you can find installation requirements and checklists on SAP's website, but like a kitchen remodel, the upgrade to SAP GRC 10.0 is not a decision to take lightly. The new version includes a new infrastructure and transitions from a JAVA to the ABAP®-based programming language with hooks into Business Warehouse, Crystal Reports, and Adobe Document Server. These changes could be extensive enough to warrant a "re-implementation" rather than a simple software upgrade.

With version 10.0 just becoming Generally Available (GA), and some of the first implementations only just going live now, there is limited knowledge in the market as to some of the inner-workings of the solution. Our assessment is that the solution continues to provide GRC functionality that can help safeguard your company against risk while making it compliant with current regulations. That's good news. However, in this era of rapid technology implementations, minimal hardware, and high usability expectations, the cost and effort of migrating may be more than some companies can or should endure.

Since the announcement of SAP GRC 10.0, we have been in a number of conversations with various companies looking to migrate. In full disclosure, we offer a solution that augments or can be used as an alternative to the SAP GRC product. While every company has a different set of evaluation criteria, it's our belief that moving from SAP GRC 5.3 (or an earlier version) to 10.0 should be treated like a kitchen remodel – it is potentially disruptive, time-consuming, and costly. Yes, it may be the right decision for your organization, but don't do it without asking yourself these questions:

1. Will my current GRC technology infrastructure suffice?

- Do I need to buy additional hardware or software to migrate to the new version?
- Will I need to re-purchase parts of the solution?
- How will any of these changes impact maintenance costs?

From various conversations we've had throughout the industry, customers on older SAP GRC versions may be required to re-purchase parts of the solution. Some of these infrastructure investments may include: a new ABAP system to house the GRC solution, SAP BW, Crystal Reports, and/or Adobe Document servers. It's important to know what you do and don't need, particularly as any technology infrastructure changes can result not only in higher investment costs, but also increase ongoing maintenance costs.

The technology industry in general is moving away from complex in-house technology infrastructures. One only needs to look at Software as a Service (SaaS) or cloud-computing models to realize that many companies don't want to invest or maintain in these depreciating capital assets. Therefore, we believe that as you explore the costs of your technology infrastructure on SAP GRC 10.0, you should also evaluate other options that don't require heavy infrastructure investments. If you haven't undergone a GRC

implementation in the past few years, the technology has progressed at an impressive pace. The new breed of GRC solutions are easier to configure, offer streamlined implementations that can take 1-2 weeks, and provide more rigorous dashboard reporting.

2. Will the cost justify the return?

Admittedly, it's hard to run a definitive cost/benefit analysis on an upgrade prior to the sale, primarily because you leave out many of the related costs of the upgrade. Aside from software, hardware, and maintenance costs, there are some associated costs to consider given 10.0 is not a simple "patch and play" upgrade, it is a fully fledged migration. Some questions to evaluate during your decision process include:

- What new functionality will I get from the migration? What's the benefit of that functionality to my overall organization?
- What will IT's involvement/investment be during the process? Will I need to add to their team to support the migration?
- Will I need additional professional services to support the migration?

Of the three questions above, we believe the functionality question is paramount. Frankly, large-scale migrations or upgrades are too painful if you don't receive the benefit of better and faster GRC tools. We suggest creating a "wish list" of functionality – for instance, we feel the ability for the business to self-assess for risk is critical and would make that part of any list. Reporting, approvals, and dashboards are some other categories to evaluate.

3. How will the changes from the migration impact the business owners/users of the solution?

We believe that one of the most overlooked technology issues today is ease of use – your team shouldn't need a master's degree in SAP security to understand GRC reporting. With IT, finance, and internal audit teams stretched thin, a lengthy or complicated training program may drive your users over the edge.

- How many business users will be impacted?
- What are the roles of your business users?
- How easy is the solution for them to use?

To test ease of use, we have two suggestions:

- Have several current GRC users try to complete a few tasks in a demo environment of the new version of SAP GRC. Monitor the results to see how easy or difficult the change management process will be.
- Poll your business users after the demo. Ask them several questions like, "Would a new person on our team have an easier time ramping up on the new version or learning the old one?," "Can you see how you would complete tasks you own?" "What are your concerns?"

It's no secret that today's workforce has to toggle between and manipulate several log ins, solutions and devices every day. Many seasoned SAP users may not consider usability an issue, but at ControlPanel^{GRC}, we believe that "compliance is only going to get harder, so we need to make our solution easier to use."

4. What's the average time to implement?

One of the defining differences of a migration/upgrade versus a new implementation is average time to implement. Typically, if you're looking at a migration or upgrade cycle that is more than a couple of weeks, you may be 1) taking time away from other initiatives that may be more valuable to your business; 2) adding more complexity to your IT environment; or 3) spending a lot on professional services.

As we mentioned, some of the first SAP GRC 10.0 clients are going live now and there are various open communities like the LinkedIn SAP GRC 10.0 group where you can get feedback on recent implementations. We'd also suggest you go to other GRC technology community pages and other provider's websites and learn about various implementation experiences.

5. Will a migration help ensure that you are always audit ready?

This is (hopefully not) the million dollar question. The reality is that most reputable GRC solutions will make you audit ready – and SAP certainly has a reputable GRC solution. However, it's not the only GRC solution on the market. Being audit ready also means having a team that can confidently and quickly address requests and create reports, an IT team that doesn't feel stretched, and a CFO that feels he/she received good value for the cost of the solution.

Back to the kitchen remodel analogy. . . if you asked 100 different people what their dream kitchen would look like, you would probably get 100 different answers. People, like companies, have different tolerances for disruption, live with various cost parameters, and have different views on how things should function for them. A migration to SAP GRC 10.0 may absolutely be the right thing for your business – but do the homework and ask the tough questions regarding cost, timing, functionality, and usability.

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ControlPanelGRC™ is a new breed of Governance Risk and Compliance (GRC) automation solutions – one that focuses on rapid implementation, ease of use and broad functionality aimed at making SAP® users Always Audit Ready™. Part of Milwaukee-based SymSoft Corporation, ControlPanelGRC's integrated GRC technology suite addresses the major areas of compliance concerns for SAP users. With over 50 implementations in two years, ControlPanelGRC has given its clients the ability to confidently satisfy compliance requirements while accelerating workflows that enhance their team's productivity. For more information about ControlPanelGRC, visit www.ControlPanelGRC.com or call 1-888-SYM-CORP.

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