

Steelcase Turns to ControlPanel^{GRC} When GRC Requirements Increase 8x

The Customer

The goal and purpose of Steelcase Inc. (NYSE:SCS) is to help create great experiences — wherever work happens. From its start as a producer for metal office equipment — its first patent was for a metal wastebasket at a time when the standard was straw — the comprehensive Steelcase portfolio has expanded to workplace products and services that have been inspired by over 100 years of insight gained serving the world's leading organizations. Headquartered in Grand Rapids, Michigan, Steelcase's comprehensive portfolio is anchored by three core brands: Steelcase, Coalesse and Turnstone. Together with their partners, they design spaces to help people work, learn and heal.

The Challenge

Over the years, the Steelcase SAP landscape had become very complex. Where once the company used only the ERP and Business Warehouse (BW) products, today its SAP environment includes the complete SRM suite (for which it was

one of its first ramp up customers), a PI system, a Netweaver portal, a second BW system and other products. As it has acquired other businesses, Steelcase has implemented SAP systems for them. In all, Steelcase has 18 production clients; with their respective development, quality assurance (QA) and sandbox instances, the company's small team must support more than 60 SAP systems.

In an increasingly complex SAP landscape, Steelcase's system was compliant, but not efficient. That had to change.

When the requirements for Sarbanes-Oxley (SOX) audits were first introduced, there weren't many issues. Steelcase was meeting all the thresholds for security.

"We were compliant, but we weren't doing as many controls as other companies were doing with their SAP environments," says a Senior Netweaver Administrator at Steelcase.

However, Steelcase changed its external audit firm and the conditions became more stringent. The new auditors required Steelcase to increase the scope of its reporting from one major system (its production ERP system) to four major production systems for SOX compliance. Further, the level of granularity required for investigating data was magnified roughly by a factor of four.

They had a lot more work on their hands, but still had a directive from management that said increasing staff wasn't an option. With the amount of data they now had to look through, the necessary amount of granularity to provide and the time and resources allowed to spend on it, Steelcase knew that we couldn't continue to use their old, manual methods.

The company knew it had to find a tool to help automate the process and intelligently filter through all the data to get to the information that was important.

Even the method and frequency of the reporting was a barrier to meeting the new, more stringent requirements, according to Dirk Dykstra, Senior Netweaver Administrator for Steelcase.

"A lot of the manual reports we were running were using different methods," Dykstra says. "Some people used BW to pull reports, some did table searches, while others did a combination of table searches and Excel spreadsheets. What we had were a lot of manual reports, manual analysis of those reports, and manual remediation of any issues. It was extremely time consuming and full of risk, as any manual process is."

Still, Smith says it was all doable when Steelcase had only one system in scope. When that scope increased to four systems, and the reporting frequency increased from biannual

to quarterly to monthly on some of their requirements, the company knew it had to find a tool to help automate the process and intelligently filter through all the data to get to the information that was important.

The Solution

After reviewing several other GRC tools, Steelcase selected ControlPanel^{GRC} from Symmetry. It turned out to be an easier decision than the team expected based upon features and costs.

"ControlPanel^{GRC} could certainly help us automate our SOX reporting, and it provides automated analysis and some remediation as well," Dykstra said. "It was also priced right for those things. But what we really liked about it was that it could do much more than SOX compliance. We saw it had a lot of other tools that we could make use of in our day-to-day operations."

One of those added tools is a 90-day User ID report that Steelcase runs once a week to determine if users should be locked out or deleted from the SAP system due to lack of use. This report helps improve security by limiting access to the SAP system to users who actually need it on a regular basis. It also helps remove users who no longer work for Steelcase.

Another is the password reset tool, which allows users to reset their own passwords without calling the help desk. It has been popular with both sides of that issue, as users no longer have to put in a request and wait to be restored to the system, and the help desk no longer has to support these requests.

The first priority, though, was ControlPanel^{GRC}'s ability to automate SOX reporting and compliance. The entire Steelcase team has been extremely satisfied with its performance there.

“We have been able to automate 80 or 90 reports that used to be performed manually,” Dykstra says. “Once the initial reports were defined, we scheduled them to run on a certain date at a certain time. That has saved me hours of work. You can also log-in to a central system and run whatever reports you want on an ad hoc basis in real time.”

The initial implementation of ControlPanel^{GRC} occurred in July 2010 – just ahead of the increase in scope and frequency of reporting at the end of Steelcase’s second quarter in August.

“ControlPanel^{GRC} reduced our deficiencies quite a bit,” says Dykstra. “Had we gone into that quarter with our old SOX controls in place, we would have been pretty deficient. Instead, we were able to perform to those higher requirements without significantly adding to the staff.”

Dykstra reports that Steelcase’s internal auditor is now using ControlPanel^{GRC} in place of the old reports and third-party tools she had on her own. Steelcase has also begun introducing it into some of its subsidiaries.

“At first, gaining global acceptance was a big undertaking,” Dykstra says. “But after they started using it they saw the value. They’re finding what we’re finding – it makes compliance a whole lot easier.”

The Results

Steelcase is realizing benefits across the company through ControlPanel^{GRC}, not the least of which is spending far less time to pull far more data for its SOX compliance efforts.

Steelcase was able to add a full time employee’s worth of work without having to add an actual person. It used to take 50 to 60 hours to run an audit check on one system every six months. Multiply that by four systems on a monthly basis,

and they would’ve been spending 1,200 to 1,440 hours over a six month period. Instead, using ControlPanel^{GRC}, it only takes 6-8 hours to perform the same analysis.

Dykstra is quick to add that it’s not just about the volume of information, though. It’s also about the quality.

“The information we’re getting is more accurate and more detailed than it was previously,” he says. “It’s opened our eyes to view volumes of data we would not have had access to before, along with several different windows into the data. Yet it’s all organized how your mind works logically, how you need to present data to auditors or other interested people, such as the CFO and the CIO. You get actionable information, not just data.”

In addition, Steelcase was able to save a significant amount in SAP licensing fees as well due to User ID reports. “We have already removed a couple thousand users from the ERP system that didn’t need to be on it,” he says. “By using ControlPanel^{GRC} License Optimizer capability we hope to pare that number down even further.”

Since the initial implementation, Steelcase has added ControlPanel^{GRC} to the ERP system of its subsidiaries in the Asia-Pacific region, reorganized security roles in Europe, and replaced a lot of the manual password and user role activities the help desk currently performs with automated ones. The company also has automated other workflows after adding additional modules to other systems in the landscape.

“ControlPanel^{GRC} has really had a positive impact throughout all our SAP landscapes,” Dykstra says. “Any time you’re purchasing a product to solve one issue and it helps you run other aspects of the business better, you’ve made a wise investment.”

About ControlPanel^{GRC}

Symmetry's ControlPanel^{GRC} software suite is focused on providing a comprehensive compliance automation solution for SAP environments that doesn't involve a lengthy implementation time or a complicated training program. SAP security and controls consultants ensure that your system is managed according to industry standards, SAP best practices and the recommendations of your auditors. You benefit from Symmetry's extensive experience with the Sarbanes-Oxley Act (SOX), HIPAA, the FDA and other regulatory entities.

About Symmetry

SymmetryTM is a leading enterprise application management and cloud hosting solutions provider.



For more information, please contact our Business Development Department at:

www.SymmetryCorp.com

salesinfo@symmetrycorp.com

+1 888-SYM-CORP (796-2677)

ControlPanel^{GRC}

 SYMMETRYTM

400 South Executive Drive

Brookfield, WI 53005



SAP[®] Certified
in Hosting Services

SAP[®] Certified
in Cloud Services

SAP[®] Certified
in SAP HANA[®] Operations Services

Always Audit ReadyTM

©SymmetryTM, SAP[®], and SAP NetWeaver[®] are registered trademarks of SAP AG. All other products mentioned in this document are registered trademarks of their respective companies.