



## Enabling global reporting and reducing support costs with automated security access in SAP BW

### Profile

Turnkey's client is a global group of energy and petrochemical companies. As one of the most profitable organisations in the world, they employ around 102,000 employees across 100 countries and territories. The entire group, whether it's Upstream, Downstream or their Projects and Technology business, is served by Global Functions. "Here we look after all business entities across the company, from IT, finance and HR through to procurement," explains Munish Handa, Global Functions Solution Architect.

### Challenges

The organisation has achieved one of the largest rollouts of SAP R3 HR (SAP HCM) on a single instance, in the world. It has successfully combined all countries into one HR system, catering for their different payroll and tax complexities. Every single aspect of employee data is maintained in their group wide SAP R3 system, and SAP Business Warehouse (BW) provides the reporting tool, accessed by all managers and HR staff. However, these were two distinct systems with their own separate user management.

Structurally speaking, managers could be functionally located in a particular country and have teams reporting to them from other countries across the globe. This structural hierarchy existing in the SAP R3 system was not exactly mirrored from an authorisations perspective in the reporting system. Manual synchronisation issues meant that although individuals with the appropriate access could run and execute transactions within SAP R3, they still couldn't see certain data in the reporting system. "It was tedious to replicate this in SAP BW," explains Handa. "An HR Manager in Malaysia would have been challenged to view vacation data for all staff across their different territories. Previously, it would have needed two or three reports to achieve a complete view of the team."

With responsibility for all aspects of security across the organisations HR applications, Handa had the remit to specifically look at improved

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#### **Munish Handa**

Global Functions Solution Architect

### Delivering global security solutions

- Responsible for SAP security implementation across the group's HR SAP solution
- Upgraded the entire security structure into SAP BW
- The solution now provides automated security access into SAP BW
- Have achieved close to zero maintenance, with minimised support costs, and complete alignment of access rights
- The global administrative burden has been removed
- Turnkey Consulting now recognised as one of the groups' main security implementation and support partners

## A global petrochemical company

security solutions for the group. Following the announcement of a new version of SAP BW, it was the perfect time to implement an entirely new set of structural authorisations across the reporting system as well. "We recognised the benefit of the new features and reports, and selected to upgrade the authorisations and user management," continues Handa.

### The Solution

After an evaluation of the latest version of the SAP BW software, the team took the opportunity to make the system more robust and productive. Handa, the subject matter expert also project managed the upgrade to the new BW7 Analysis Authorisations, and working with Turnkey Consulting, set up a new synchronised security design making SAP R3 the master source for user authorisations and management.

The HR team defined all the access and data view requirements, and those business requirements were then given to Turnkey who developed and configured them into SAP. "Turnkey was fully responsible for the SAP security implementation across the group's HR SAP solution, and for upgrading the security design into SAP BW," says Handa.

"They basically upgraded the entire security structure of the reporting system," continues Handa. "They understood the new concept of Analysis Authorisations, how the new tools worked and how the new design needed to be configured in light of our requirements." Following a proof of concept, Turnkey led the team through the implementation stage-gates ensuring the groups' project delivery framework was fully adhered to.

As part of completing the implementation, Turnkey ran a comprehensive testing phase, involving the relevant business stakeholders across the group. This ensured the security solution worked from both a transaction and data perspective. "They set test cases, involved users, resolved issues and delivered a fully approved and working solution," says Handa. "Now any user access or role access is mastered in SAP R3 and synchronised in SAP BW. There is now no user management undertaken in the reporting tool unless there is an exception."

Whereas before, the user management was two different tasks, and not always synchronised between both systems, it is now completed in one go. Roles are created in BW7, mirrored in the master source SAP R3, assigned to users in SAP R3 and the assignments are then synchronised every night into the SAP BW system," highlights Handa.

Since the start of the SAP HCM implementation programme, Turnkey has played a strategic role with the organisation. "With their background, and relationship with our organisation, Turnkey was always the obvious candidate for this project," continues Handa. "They understand our processes, have knowledge of our procedures and can relate with our people. No time is lost training and retraining them, as they have all the relevant experience we need."

### Benefits

Now with the latest structural authorisation design in place, the group has a more effective system established to support their reporting and decision making. The main benefits include:

**Automated security provisioning:** Based on access in SAP R3, the solution now provides automated security access into SAP BW. If a user has review only access in SAP R3, then this is automatically filtered, using dynamic variables through to the reporting system, minimising manual intervention. "If you change the user responsibility in SAP R3, it automatically changes the users' reporting access," explains Handa.



**Reduced cost:** With the new automated procedures in place, there is now close to zero maintenance, with minimised support costs, and complete alignment of access rights between SAP R3 and the reporting systems. "User management is now done from one system itself, helping reduce time and simplifying the maintenance," says Handa. "Our Security Access consultants are now utilised more effectively."

**Multi-geographical visibility:** Previously, the structure of authorisations meant that reporting across different countries was cumbersome. Now with a completely synchronised and secure solution, it is possible to just run one report across multiple geographies. "It is now much easier to see your own consolidated view at the click of the button," highlights Handa.

**Minimised administration:** Managers now only need to focus on the population of people that they should have visibility of. The global administrative burden has been removed, and a more streamlined system is in place. "It has reduced the effort on the administration support team. Previously they had to understand two different security concepts," explains Handa. "Now they only have to concentrate on one."

### Summary

Providing niche HR security and GRC consulting for the global HR project, Turnkey has become one of the groups' main security implementation and support partners. Engaging Turnkey because of their expertise, Handa has been pleased with the result, and concludes, "I knew they were good. They have always been responsive and time has never been an issue. They believe in customer service, and this is demonstrated through their culture and their approach."

Turnkey continues to be engaged in the wider security implementation programmes, providing security, architectural and implementation consulting across a number of strategic projects including GRC, Finance and the Employee Interaction system.