

# Identity management implementation provides seamless view of user access

## Business profile

Australand is one of Australia's leading diversified property groups with activities including development of residential land, housing and apartments, development of and investment in income producing commercial and industrial properties, and property management. Australand is listed on the Australian Securities Exchange with a market capitalisation of approximately \$1.4 billion as at 30 June 2012.

## Challenges

The company wanted to implement an integrated Identity Management solution that incorporated HR hire to retire processes across multiple SAP systems that would also fit neatly with its existing security architecture.

One of the key aims was to simplify user provisioning. "We wanted a simple outcome where the security team could easily provision users on and off the system, and let the whole role process just happen in the background," says Sumeer Shoree, SAP Development Manager.

The company identified early that the SAP legacy solution, Central User Administration, would not cater for what it wanted. SAP Identity Management (IdM) was seen as a strategic fit for the user and role provisioning lifecycle.

"We wanted to keep things simple and predictable for the user," explains Shoree. "There should be no deviation from what they think their role is, and how the system has allocated the associated security. The whole architecture was primarily driven by the need to simplify the provisioning process."

## Engagement

Having selected SAP IdM as the solution for its needs, Australand was referred to Turnkey Consulting, who had previously implemented IdM for other organisations. "When we met the consultant from Turnkey Consulting we immediately knew we had the right person," says Shoree.

*" Turnkey Consulting has both the intellectual capability as well as the technical know-how to implement solutions. Whether you think of the provisioning side, or the security architecture side, they bring an end to end solution to the table. "*

**Sumeer Shoree,**  
SAP Development Manager

## Highlights

- Solution provides management with a centralised view of access to all SAP application assets – this level of visibility in terms of what they have and what they do is proving invaluable.
- Automated provisioning of SAP accounts and roles across multiple systems provides a single source of truth and eliminates the need for data re-entry.
- Automated de-provisioning of SAP accounts and roles when users change positions or leave the organisation simplifies HR processes, saving time and resources.
- Risks of access accumulation as employees' positions change over time and untimely access removal on termination have been significantly reduced.

# Australand - Identity Management solution

Australand needed a review process to establish that the proposed security role architecture would work well with IdM once they implemented it. After a review process of 3-4 days Turnkey Consulting provided a high level recommendation which not only detailed how they could modify the security architecture to suit IdM, but would also simplify the entire provisioning process.

"What they proposed was provision based architecture that simply allocates single roles to the HR positions across SAP Components and platforms," explains Shoree. "We saved a lot of trouble by following the path they proposed: they have really helped us out and it has worked brilliantly."

## Solution

"Turnkey Consulting helped us build a project plan," explains Shoree. "It wasn't just about implementing IdM. It was about carrying out an analysis of our single roles, the associations with transactions, the businesses and the HR positions." Turnkey Consulting led the way to establish that the underlying data Australand had collected to build its security architecture was correct and would fit neatly with the Identity Management solution.

The SAP IdM solution takes care of storing users' identity information centrally in one repository. It contains all the basic information about the employee, linked to a number of systems that they would have as their identity. It enables visibility across the entire landscape of where each user exists and what privileges they have in the systems. You can utilise that information to automatically provision and de-provision access rights both roles and privileges.

"Turnkey Consulting dealt with all the technical issues effectively, including the linking to all the different environments, whether development, training or production systems," says Shoree. "The data that people were collecting from a business change perspective on security and the IdM solution came together, and by the time we went live, we were ready."

The IdM solution is integrated with HR interactions at Australand and provides a solid platform to support any future governance processes that it wants to follow.

The solution is quite wide in its scope in terms of the sheer number of SAP components in the system, including Enterprise Portal, CRM, BW and Business Objects and Australand is delighted with the outcome. Shoree concludes "At the end of the day, we were not only able to manage our production environments which is great, but also manage our Development, User Acceptance Testing, Training and Quality Assurance (QA) environments, which is fantastic."

## Benefits

### **A seamless view of the access that users have of the system:**

Australand now has visibility centrally about what a business role can do. "The whole thing is about impact," says Shoree. "We have visibility and transparency of each and every position, role and associated users, which means we know what the impact is going to be if we make any changes."

### **Automated provisioning of SAP accounts and roles across multiple systems:**

The company now has automated provisioning of SAP accounts and roles across all platforms and SAP components, making security management simpler and eliminating data entry. "We now only need one person managing the security of our entire architecture, as well as provisioning," explains Shoree. "All the user requirements and impact analysis are being done by one person."

### **An architecture design that makes administration significantly easier:**

The position based architecture has reduced the maintenance complexity for Australand. "It is easy to maintain, easy to administer," says Shoree. "Changes are now carried out in a very short space of time."



### **Robust security easily implemented across all SAP solutions:**

Implementing IdM has enabled the company to manage its robust security solution across a large number of SAP components and environments including Development, Production, UAT, and Training.

### **Development, Production, UAT, and Training. Access risks have been significantly reduced:**

Australand now has a single source of truth of SAP identities and privileges assigned across multiple SAP systems and environments. Implementing IdM has reduced the risks of access accumulation and untimely access removal on termination.

## Summary

"Working with Turnkey Consulting delivers a comprehensive engagement model that covers all aspects of security. We have engaged with other organisations in their specialist areas before, but no-one else has provided such a comprehensive service. No aspect of security was left untouched."

"Turnkey Consulting has got both the intellectual capability as well as the technical know-how to implement solutions. Whether you think of the provisioning side, or the security architecture side, they bring an end to end solution to the table. When it came to delivery, they could also get their hands dirty and implement the solution, not just talk about it. And when we needed changes, Turnkey Consulting amended the security elements to ensure our solution remained robust."  
**Sumeer Shoree**, SAP Development Manager