

TURNKEY

REXAM

Business profile

Rexam is a leading global beverage can manufacturer, making cans for many of the world's favourite brands. Their focus is to make their cans as efficiently, profitably and sustainably as possible so that their customers can prosper and grow.

As a global company, they have 55 manufacturing sites in more than 20 countries across the world. With a head office in London, they employ around 8,000 people across Europe, North America, South America and in the Africa, Middle East and Asia region. Their Head Office is in London.

Highlights



SAP Access Control 10.1 easier to support



Dashboards - Easier decision making



GRC & HR integrated



SAP Access Control 10.1 enhancements



Comprehensive documentation

Turnkey consulting helps a global beverage can manufacturer achieve the benefits of upgrading to SAP GRC access control 10.1

Challenge

Rexam prides itself on embracing the principle of continuous improvement, and this forms one of its core values. In late 2014, with SAP Access Control 5.3 going out of support at the end of 2015, Rexam decided to upgrade to the latest version - SAP GRC Access Control 10.1 - to give better functionality and align the GRC system with other SAP environments, with a move from the two to three tier environment.

Mike Canty, IM Finance & Compliance Director, explains, "We were on 5.3, and it was reaching end of life. We wanted to introduce new functionality and found Access Control 5.3 difficult to support because it uses a java stack whereas our other SAP applications are predominantly based on the ABAP programming language. Moving to 10.1 was going to make it easier to support. We also had an audit recommendation to link GRC to our HR function and that's a lot easier with 10.1."

Rexam has grown through acquisitions and they have three instances of SAP in different sectors, with different naming conventions for Active Directory sign on. Access Control 10.1 has the ability to use multiple naming conventions and could be used in future to achieve consistency across the different sectors.

"Turnkey - very professional and an excellent supplier to work with."

MIKE CANTY, IM FINANCE & COMPLIANCE DIRECTOR

Customer benefits

Operating the latest version of SAP Access Control 10.1: it is simpler to support, being SAP based rather than java, and guarantees on-going support by SAP.

Better dashboards: the standard dashboards in 10.1 provide better data to users than in 5.3, facilitating better decision making.

Better documentation: the documentation from the previous implementer was not as comprehensive as Rexam needed. Turnkey Consulting provided full documentation with screen shots, making it much easier to understand, along with quality training documentation.

Integration of GRC to the HR system: this gives Rexam the control, auditability and user access that they need across the company.

Ongoing support: Turnkey's Managed Service offering allows Rexam access to GRC and security skills to enable continuous improvement.

Summary

"Turnkey is a credible, very professional, very engaging and an excellent supplier to work with. Their approach is methodical and logical, and clearly GRC is their key area of expertise." Mike Canty.

"Our main reasons for selecting Turnkey Consulting were their reputation, and the support they could offer us post go-live."

MIKE CANTY, IM FINANCE & COMPLIANCE DIRECTOR

Solution

Turnkey was appointed to deliver an upgrade to Access Control 10.1 running in a three tiered environment with modules ARA, EAM and Access Request Management (ARM) for Fire-fighter. The project was deployed as a 'lift and shift' for existing data and processes.

"Our main reasons for selecting Turnkey Consulting were their reputation, and the support they could offer us post go-live. We discussed entering into a support model post implementation to make sure we could drive continuous improvement. Everyone we have met from Turnkey's side has been very credible and right from the start the culture of the two businesses fitted really well," says Mike Canty.

Rexam operates with a small global authorisation team and was looking for a supplier who could complete the bulk of the project work with minimal involvement of internal resources.



Upgrade improvements

Resetting passwords was one of Rexam's top five "ticket" items for the global service desk, so reducing that through self-service was important to the company. Access Control 10.1 has the functionality to allow users to reset their own forgotten passwords, based on a number of automated security questions. This is good practice in a number of other companies and Rexam is keen to implement it.



Turnkey helped Rexam significantly rationalise and improve the operational use of their GRC rule set, going from 6000 down to 600 mitigation control assignments and leading to a much more efficiently configured system. It is now much easier to run reports.

Enhanced project management

A number of challenges saw the project evolve over the course of the implementation. *"Our internal project lead resigned part way through the project, but Turnkey's lead consultant stepped up to help fill that role and ensure the project continued as planned. He did that really successfully,"* explains Canty.

Something that was not originally in the project was a Global Data Centre migration which was being progressed at the same time as the upgrade. *"We decided to retain Turnkey's consultant post go-live to help move the upgraded system from the old data centre to the new one, and ensure it was all configured correctly. And he did that very well,"* says Canty.

"The upgrade came in on time, it was very successful, with the minimal disruption to our business," concludes Canty.