# ControlPanelGRC

*Enabling 360° Control in SAP Environments*

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## TALK TO US . . .

We look forward to hearing from you and learning what you think about GRC 20/20 research.  GRC 20/20 is eager to answer inquiries from organizations looking to improve GRC related processes and utilize technology to drive GRC efficiency, effectiveness, and agility.

# ControlPanelGRC
*Enabling 360° Control in SAP Environments*

## Gaining Control in a Dynamic Organization

Change is the single greatest GRC challenge today. Organizations do not operate in a static environment that slowly evolves; today's organizations are in a state of constant metamorphosis. Consider employees in context of their access to critical business systems: new ones are hired, others change roles, and still others leave or are terminated. In the context of change, internal controls over financial reporting, regulatory requirements (e.g., SOX), internal and external auditors, and fraud risk put increased pressure on corporations to ensure ERP systems are secure and access, security, and process control risks are managed in the context of a dynamic business environment.

Control of internal business systems is not just about traditional employees, but also with business partner relationships, such as vendors, contractors, outsourcers, service providers, and temporary workers who have access to internal systems. Control of business systems, processes, and transactions is more than risk and compliance: it is also about consistent operations. The organization needs business systems and processes that are reliable and behave consistently. Agile control monitoring and enforcement deliver a structured system of enterprise governance that enables processes and business systems to work as intended without malicious or inadvertent issues.

Surprisingly, many organizations still use manual processes and documents to manage controls to business systems in the ERP environment through the pervasive use of spreadsheets, documents, and email. The inefficient, ineffective, and non-agile organization runs a combination of ERP security and access reports, and then compiles control information into documents and spreadsheets that are sent out via email as an improvised workflow tool for review and analysis. At the end of the day, significant time is spent running reports, compiling information, and integrating that information into documents and spreadsheets to send out via e-mail for review. This manual and document-centric process ends up costing organizations significantly more in wasted resources, errors in manual reporting, and audit time drilling into the process. Worse, organizations often miss things as there is no structure of accountability and workflow and audit trails do not exist. This approach is not scalable and becomes unmanageable over time. It leads to a false sense of security due to reliance on inaccurate and misleading results from errors produced by manual processes. This approach is inefficient and ineffective, slowing the business down, and further exposes the organization to risk and non-compliance as it is nearly impossible to keep up with the exposure that change brings

This challenge grows when you consider the complex interrelationship of different ERP instances across the business environment. To reconcile controls across different systems and see the big picture of control becomes complicated as the ERP environment grows. While organizations struggle to manage controls within one instance of ERP, managing controls across multiple ERP systems causes an exponential growth in time and resources when done by a manual and document-centric approach. In a heterogeneous environment, these challenges become even more complicated.

This means that organizations cannot rely on manual, ad hoc, and document-centric approaches to manage access to critical business systems. The issues with segregation of duties (SoD), inherited rights, process controls, configuration, critical and super user access, transaction controls, and change to roles and access is too much for today's organization to manage adequately in manual document approaches. Growing exposure to risk and increasing regulations require greater oversight of control to critical systems with audit validations. By automating ERP controls and embedding risk analysis and mitigation into access and processes, organizations take a proactive approach to avoiding risk while cutting down the cost and time required to maintain compliance.

**The bottom line:** Manual processes and document-centric approaches to ERP systems and process controls, is time-consuming, prone to mistakes and errors, and leave the business exposed. Organizations need to establish a control strategy that is enabled by technology to automate controls in a context that balances business agility with control to mitigate risk. This approach should reduce loss/exposure, and satisfy both auditors and regulators while enabling users to perform their jobs. By automating ERP controls, organizations take a proactive approach to avoiding risk while cutting down the cost and time required to maintain controls, be compliant, and mitigate risk.

## ControlPanelGRC

### Enabling 360° Control in SAP® Environments

ControlPanelGRC is a GRC offering that GRC 20/20 has researched, evaluated, and reviewed with organizations that are using it in distributed and dynamic business environments.  ControlPanelGRC provides a suite of automated control solutions for the SAP environment that covers SoD, access controls, process controls, security, and configuration controls all supported by analytics and reporting that enable efficient and effective audit and monitoring of SAP environments. ControlPanelGRC's Access Control suite particularly enables organizations to evaluate existing roles, access rights of users, remediate issues, prevent SoD conflicts, and manage access to SAP systems. GRC 20/20 has interviewed and engaged several ControlPanelGRC clients and finds that the ControlPanelGRC solutions have helped them keep up with controls in a way that maximizes their GRC resource efficiency, effectiveness, and agility.

### Capabilities of ControlPanelGRC

GRC 20/20 has evaluated the ControlPanelGRC offering and finds that it delivers an integrated and harmonized solution for today's demanding requirements to manage and monitor controls throughout an SAP environment. ControlPanelGRC automates

what has been manual and labor intensive tasks with managing controls in SAP environments. The solution suites from ControlPanelGRC are intuitive and easy to use, which is made apparent in their short implementation timeframes and integration into the SAP environment. Their solution suite is enabled further through strong reporting and analytics that provides the foundation to providing assurance on controls. ControlPanelGRC's success is their business model in which they leverage an intimate understanding of SAP environments through their parent company, Symmetry, which is a successful SAP consulting organization.

ControlPanelGRC offers four solution suites that work cohesively together to provide organizations with 360° contextual awareness of controls in SAP environments. These are:

- **Access Controls Suite.** This set of ControlPanelGRC capabilities controls the access to SAP systems, and is most often deployed to manage SoD controls and conflicts. This solution allows organizations to identify and assess control failures, potential failures, SoD conflicts, as well as prevent excessive access to individuals beyond what they need in their role.

- **Process Controls Suite.** This enables organizations to identify and remediate control issues within business processes supported by SAP, such as procure-to-pay and order-to-cash. It gives control over transactions and master data records with the ability to define business rules and identify and address exceptions and control violations to those business rules.

- **Security Acceleration Controls Suite.** These ControlPanelGRC capabilities enable organizations to test and remediate security configuration issues in SAP environments. The solution automates security testing and review in SAP to ensure that the SAP environment is configured securely and controls are in place and functioning appropriately.

- **Basis Controls Suite.** As organizations are encumbered by business and IT change, ControlPanelGRC enables organizations to manage this change in the Basis Controls offering to automate and manage SAP change requests, manage and monitor batch jobs and processing within SAP environments, and streamline SAP maintenance and tasks.

While all four ControlPanelGRC solution suites provide value to SAP environments, the most common one deployed in organizations is the Access Control Suite. This does not minimize the value of the others, it is just simply where the historical need for automation has been the greatest given regulatory and audit pressures upon the organization. GRC 20/20 finds that organizations will find significant value in implementing ControlPanelGRC's Access Controls Suite, but the even greater value is in the four suites operating together to provide 360° awareness of controls in the SAP environment within organizations.

As the Access Controls Suite is the most actively implemented solution within the ControlPanelGRC offerings, its specific capabilities that benefit organizations are:

- **Analyzing and mitigating access risk.** ControlPanelGRC delivers continuous monitoring of access risk and SoD violations to determine access authorization to sensitive information and prevent excessive user access. The solution evaluates current access in context of the defined need for access, analyzes SoD access and measures risks, identifies improper access so access rights can be adjusted. Risk is managed in a continuous context as changes are constantly made to roles and users.

- **Examine usage, license provisioning and compensating controls.** ControlPanelGRC conducts regular review of user access and transactions to streamline access rights, prevent issues of too much access, and manage to mitigate cost in SAP licensing. This enables an organization to not only manage SAP licensing but also to address compensating controls for user access when unique situations of access present themselves. This allows the organization to document and monitor access when segregating duties and access is not possible. Organizations utilize ControlPanelGRC to closely monitor access and set triggers to report on user access. Business owners are accountable for access through review and sign off on user access, particularly exceptions to control policy.

- **Provide emergency access when situations demand it.** ControlPanelGRC permits the organizations to be agile through demanding and difficult situations. Emergency Access management allows for detailed logging and tracking of SAP users, particularly when granted temporary super-user/admin powers. The solution allows the organization to define emergency situations and the approval process needed to give access in those tight situations, and even pre-authorizes specific users for those situations.

- **Manage users and roles.** ControlPanelGRC facilitates SAP user and role administration, particularly in a security and compliance context. This allows the SAP user provisioning and role definition and change to be in a continuous audit-ready compliant state. This solution allows the organization to manage and process requests for new users, requests and changes for existing user access, validate SoD checks against access provisioned, document defined roles and rights and report to the business for acceptance and sign-off, and manage approvals for access change requests.

- **Maintain a state of audit readiness.** ControlPanelGRC empowers the organization to be in a continual state of audit readiness through the automation and validation of SAP audit reports necessary to provide assurance of controls. This enables the organization to identify where controls are effective and operational, as well as the weak spots where controls are not operating as designed.

## Benefits of ControlPanelGRC

Most ControlPanelGRC clients that GRC 20/20 have interacted with have moved to the platform because they found that their manual document centric approaches took too many resources to administer, only provided random sampling of controls that were not thorough, and found things slipping through the cracks because of the continuous barrage of change upon the business and SAP environments. Other organizations moved to ControlPanelGRC because their existing SAP automated control solutions were not as thorough (e.g., only addressed access control and SoD and they desired a more thorough platform for control) and/or was too costly in the complexity, licensing, and administration of the system.

These clients that GRC 20/20 has interviewed decided on the ControlPanelGRC solution suite, particularly the Access Control Suite, as it was thorough yet simple and easy to implement and use with a natural integration into SAP with a similar look and feel to SAP their users were familiar with.

Some of the specific benefits that clients of ControlPanelGRC have achieved in their implementations are:

- **Automation** of initiation and approvals of SAP access requests and role provisioning.

- **Reduction** of 1600 hours of work to 40 hours in the automation of SAP security assessments.

- **Streamlining** SAP password resets as well as the syncing of user passwords across SAP environments.

- **Providing** user access review and approvals, along with SoD reviews, to the line of business that is easy to understand, process, and accept/authorize for the average non-technical business user.

- **Implement** a continuous control monitoring process of SAP access and security settings, which eliminated the need for more formal audits that are repetitive and take a lot of time.

- **Reliance** by internal and external audit on the continuously monitoring and control of the SAP environment that saves money in time and cost of audits.

- **Agility** in the context of a changing business environment that needs full visibility into SAP controls while meeting the needs of a dynamic environment.

- **Responsiveness** to conditions and early alerts that either prevent issues or contain existing incidents from happening, whether malicious activity or inadvertent errors due to missing or failed controls.

- *Integration* with SAP environment that makes it intuitive for users as it integrates seamlessly and leverages the look and feel of SAP.

- *Ability* to build sustainable control processes that allows the organization to record evidence of compliance with regulation such as SOX.

- *Savings* in business user access reviews because they do not need to manually report and manipulate through spreadsheets and the tracking of manual responses.

- *Efficiency* in the transport management process as the quality assurance team no longer has to manually move transports between environments.

- *Speed* of implementation and cost savings in that context as internal teams installed ControlPanelGRC with limited coaching and consulting, everything was implemented in four months, where the organization felt the other solutions they considered would be more than a year.

- *Reduction* in number of errors that were previously a burden in the manual approach to managing controls, particularly when changes were made to the SAP environment.

## Considerations of ControlPanelGRC

Every solution has its strengths and weaknesses, and may not be the ideal fit for all organizations in all situations. While GRC 20/20 has identified many positive attributes of ControlPanelGRC to enable GRC programs in managing controls across SAP environments — readers should not see this as a complete and unquestionable endorsement of ControlPanelGRC.

Overall, clients have shown a high degree of satisfaction with their use and implementation of ControlPanelGRC and find the organization to be very responsive to their issues and needs, as well as agile in advancing the solution. One organization stated that ControlPanelGRC was not just a software vendor but a true partner to them. Clients praise ControlPanelGRC for the solutions intuitiveness and ease of use, as well as the ease of integration into the SAP environment. They find that the solution is agile by allowing their own internal SAP teams to do things for themselves instead of through costly consultants. Clients have a lot of positive feedback of the solution and find it to be a critical and sustainable platform to their future SAP control strategies.

## About GRC 20/20 Research, LLC

GRC 20/20 Research, LLC (GRC 20/20) provides clarity of insight into governance, risk management, and compliance (GRC)  solutions and strategies through objective market research, benchmarking, training, and analysis. We provide objective insight into GRC market dynamics; technology trends; competitive landscape; market sizing; expenditure priorities; and mergers and acquisitions. GRC 20/20 advises the entire ecosystem of GRC solution buyers, professional service firms, and solution providers.  Our research clarity is delivered through analysts with real-world expertise, independence, creativity, and objectivity that understand GRC challenges and how to solve them practically and not just theoretically.  Our clients include Fortune 1000 companies, major professional service firms, and the breadth of GRC solution providers.

## Research Methodology

GRC 20/20 research reports are written by experienced analysts with experience selecting and implementing GRC solutions.  GRC 20/20 evaluates all GRC solution providers using consistent and objective criteria, regardless of whether or not they are a GRC 20/20 client. The findings and analysis in GRC 20/20 research reports reflect analyst experience, opinions, research into market trends, participants, expenditure patterns, and best practices.  Research facts and representations are verified with client references to validate accuracy.  GRC solution providers are given the opportunity to correct factual errors, but cannot influence GRC 20/20 opinion.