SAP BusinessObjects™

SAP Customer Success Story
Utilities – Transmission and Distribution

NATIONAL GRID
UNIFYING COMPANY COMPLIANCE WITH SAP® BUSINESSOBJECTS™ ACCESS CONTROL

"We're now implementing a single, complete access management solution for automating SoD and managing compliance company-wide – SAP BusinessObjects Access Control. It is meeting all our high expectations."

Sue Steeley, Roles and Access Team Manager, National Grid plc

QUICK FACTS

Company
- Name: National Grid plc
- Location: London
- Industry: Utilities – transmission and distribution
- Products and services: Electricity and gas transportation
- Revenue: £13.89 billion (US$21.7 billion)
- Employees: 28,000
- Web site: www.nationalgrid.com/UK
- Implementation partner: Wipro Technologies

Challenges and Opportunities
- Prevent internal fraud and eliminate errors related to information access management
- Comply with a wide variety of regulations by automating risk analysis and compliance with segregation of duties (SoD) requirements
- Cut the cost of achieving compliance
- Eliminate inefficiencies resulting from the use of multiple disparate SoD tools
- Improve reliability and supportability by replacing multiple access control tools with 1 centralized application

Objectives
Implement a single, powerful solution for managing access control issues company-wide

SAP® Solutions and Services
SAP® BusinessObjects™ Access Control application

Implementation Highlights
- Met schedule and budget goals
- Experienced smooth deployment, with minimal issues after going live

Why SAP
- Integration with the SAP ERP application already in place to run the business
- Power and configurability of solution
- Ability to serve the needs of the entire global enterprise
- Positive experiences with SAP in the past

Benefits
- Better consistency of access control methodologies
- Reduced cost of compliance in carrying out automated risk analysis and SoD
- Lower risk of internal fraud and noncompliance, along with consequent fines and reputation damage
- Increased confidence among senior management when signing off on compliance reports
- Heightened efficiency of business users
- Better visibility into access control information
- Faster company-wide reporting
- More visibility into risks that need mitigation
- Elimination of legacy SoD tools

nationalgrid

National Grid plc is an international electricity and gas supplier that must comply with exacting regulatory mandates related to segregation of duties (SoD). "We're now implementing a single, complete access management solution for automating SoD and managing compliance company-wide – SAP BusinessObjects Access Control," says Sue Steeley, roles and access team manager for National Grid. "It is meeting all our high expectations."

National Grid is one of the largest investor-owned energy companies in the world. It plays a vital role in delivering gas and electricity to millions of people across Great Britain and the northeast United States in an efficient, reliable, and safe manner.

Coping with Rigorous Regulation

The utility industry is highly regulated in all countries where National Grid does business. SoD is one of the most exacting regulations the company faces. This regulation entails ensuring that no one person is in a position to fully complete a task on his or her own, thereby reducing the threat of fraudulent activities. Companies that fail to carry out proper SoD when assigning roles to the users of enterprise resource planning software can end up with significant revenue loss due to increased opportunity for internal fraud.

Failure to comply with such regulatory mandates can lead to substantial fines and loss of reputation. But carrying out optimal SoD requires a system of checks and balances that governs the assignment of tasks to individuals and restricts their access to information and functionalities. Managing such a system without the right software can be extremely time consuming and expensive.

Moving to a Single Solution

National Grid's first experience with the SAP® BusinessObjects™ Access Control application occurred several years ago as part of the company's overall move to SAP software for running its business. "The SAP ERP application fulfilled most of our business software requirements, but SoD and access control still stood out as a major challenge," reports Steeley. "So we examined the SAP application portfolio for a solution and found SAP BusinessObjects Access Control, which is ideal for the purpose."

National Grid deployed the then-current version of SAP BusinessObjects Access Control to support the back-office operations of the company's business. "We started small because we wanted to gain experience, and we did," says Steeley. "We learned a lot about how to best take advantage of the application's configurability for designing user roles, and we gained confidence in its ability to serve the needs of the entire company."

When SAP issued a new release of SAP BusinessObjects Access Control, National Grid seized the opportunity to upgrade. The firm chose Wipro Technologies for implementation help because of its extensive experience with SAP software in general and SAP BusinessObjects Access Control in particular. Together with SAP and Wipro, National Grid formulated a strategy for extending SAP BusinessObjects Access Control to support the gas distribution front-office processes.

Achieving a Smooth, Issue-Free Implementation

The team began by designing user roles based on lessons learned during the initial deployment of SAP BusinessObjects Access Control. In addition, the team made user roles easy to change and introduced several simplification measures for using the software. It then ran proofs of concept for the application's four components and determined that implementing two of them – risk analysis and remediation (RAR) and superuser privilege management (SPM) – would satisfy the most urgent needs. RAR helps identify, analyze, and resolve risk and audit regulatory compliance issues. SPM allows users to perform activities outside their normal roles in emergency or

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extraordinary situations, and it provides a controlled, auditable environment for doing so.

National Grid's program to transform its gas distribution front-office operations consists of three phases. The first phase, which is now complete, covered all maintenance and some emergency operations. It also included the integration of some third-party applications. "With Wipro's help, the project to extend SAP BusinessObjects Access Control to support the new processes went extremely smoothly," Steeley reports. "We met our schedules, stayed within budget, and experienced virtually no postdeployment issues."

National Grid is now in production with phase one of its implementation of SAP BusinessObjects Access Control in the gas distribution front office. "Everything is going very well," Steeley says. "Compliance is embedded right into our business processes, reducing the risk of SoD violations and their consequences. Compliance-related information is in one place and more visible, allowing us to spot residual risks and deal with them expeditiously."

The Next Steps

With phase one already a success, National Grid and Wipro are underway implementing phase two, which is also going well. Phases two and three will embrace the rest of the emergency, repair, and construction processes in the United Kingdom and add more third-party applications. The team designed the SoD solution to readily incorporate compliant user-provisioning – a third component of SAP BusinessObjects Access Control – and is evaluating whether to add it soon to the implementation. The application's fourth component, enterprise role management, is a longer-range possibility. The team is also working to extend the software's functionality in important directions such as automating the capture of risks.

Once phases two and three are completed, National Grid will have achieved its goal of a single, all-encompassing access control solution, extending the benefits already achieved to the whole company. "SAP BusinessObjects Access Control has already introduced a huge improvement, and there is so much more yet to come," concludes Steeley. "We are very pleased with all the decisions we made."

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