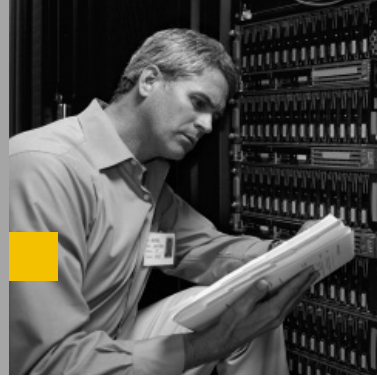


SAP Customer Success Story
High Tech – Document Management Products, Technology, and Services



“The SAP application not only helps ensure good governance and compliance, it also reduces the effort involved so that our people can focus more on the business.”

Ben Christensen, Service Delivery Manager, Xerox Europe

AT A GLANCE

Company

- Name: Xerox Europe
- Location: London
- Industry: High tech
- Products and services: Document management products, technology, and services
- Revenue: US\$15.7 billion (worldwide)
- Employees: 55,000 (worldwide)
- Web site: www.xerox.com
- Partner: Siemens Business Services

Challenges and Opportunities

- Comply with Sarbanes-Oxley Act plus full range of Xerox internal controls
- Automate governance to focus on the business

Objective

Rapidly install suite of governance tools and integrate them with SAP® software landscape

SAP Solution and Services

SAP GRC Access Control application

Implementation Highlights

- Migrated existing library of segregation of duties
- Provided easy select or deselect of controls

Why SAP

- No need for additional servers or import/export routines – due to tight integration with existing SAP software
- Real-time, automated functionality
- Ability to maintain SAP look and feel, which minimized user training
- Rich feature set
- Tight integration with the SAP Solution Manager application management solution

Benefits

- Enhanced compliance control
- Better response to internal and external audit requests
- Reduced manual work – due to automated features
- Elimination of false positives through finer data granularity
- Up-to-date and accurate data
- A projected 89% reduction in third-party administrative costs – due to self-service workflow

Existing Environment

- SAP Business Suite applications
- SAP Solution Manager

Third-Party Integration

- Database: Oracle
- Hardware: Sun
- Operating system: Sun Solaris

XEROX EUROPE

Xerox Europe Automates Governance and Internal Controls, Reduces Administrative Effort at Support Desk by 89%

Xerox Corporation helps businesses deploy smarter document management strategies and find better ways to work. That’s what Xerox Europe is doing itself around corporate governance – working smarter so it can keep its focus on the business. The company turned to the SAP® GRC Access Control application to automate its compliance processes.

“Xerox Europe had documented controls in place and was using homegrown tools to remove real and potential access and authorization violations from its SAP software systems,” says Ben Christensen, service delivery manager in the information management department, Xerox Europe. “But without an automated mechanism to prevent these violations from reoccurring, we would face an endless cycle of manual review and system clean-up, which is always subject to human error. This position was unacceptable and unsustainable in the long run.”

SAP GRC Access Control enables Xerox to test and enforce segregation of duties (SoD) and monitor critical transactions across its enterprise applications. It also gives support specialists predefined authorizations to resolve transaction issues in a controlled environment that tracks their activity. Xerox Europe is now deploying the SAP GRC Access Control complaint-user-provisioning functionality to automate request and approval workflow for user access and authorization changes.

The application went in quickly, with most of the SAP GRC Access Control functionality implemented in two months. This included migrating the company’s existing library of segregation

of duties, reviewing them against the SoD list that comes with the application, selecting and deselecting controls, and testing. After the rapid implementation, Xerox Europe quickly realized the benefits it sought.

“The aim of these tools is to enhance compliance control,” Christensen says. “The obvious benefit is the ease by which we can respond to internal and external audit requests and the satisfactory results that we obtain. Compliance data is more accurate – our internal tools did not operate at granular level and generated a lot of false positives that were time-consuming to analyze. The previous tools required specialist knowledge to

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develop, and maintenance costs were high – we’ve eliminated that. From an efficiency perspective, the new automation has reduced the manual work required. We will realize even more cost savings when we complete the entire SAP GRC Access Control rollout, which will connect all our control processes in self-service workflow. This will lower the administrative effort by the security and authorization team at our third-party support desk – changing and deleting users, adding new users, changing role assignments, and issuing IDs for SAP GRC Access Control – by 89%.”

Reporting comes standard with the application, so Xerox Europe can keep a close watch on compliance activities. “The SAP GRC Access Control reporting functionality is comprehensive, and various standard report selections are used by the Xerox operating companies across Europe to revalidate the user base on a periodic basis and respond to ad hoc requests during audit periods,” Christensen says.

Now Xerox Europe can get back to business. Says Christensen, “The SAP application not only helps ensure good governance and compliance, it also reduces the effort involved so that our people can focus more on the business.”

Differentiators: Integration, Automation, Accuracy

Xerox Europe looked at various solutions before picking SAP software. Says Christensen, “We reviewed the compliance market carefully and selected the SAP application because of the full integration with our SAP software landscape – without the need for additional servers and import/export routines. The application also maintains the SAP look and feel, minimizing user training. We saw it could give us the confidence that data was up-to-date and correct. Another differentiator was the integration with the SAP Solution Manager application management solution.”

SAP Solution Manager provides tools, content, and a gateway to SAP, enabling companies to more easily and effectively implement, support, operate, and monitor their SAP solutions. The SAP products that Xerox uses across its environment – which include the SAP Supplier Relationship Management application – work with the central user administration tool in SAP Solution Manager. “This means we can report on the compliance of portal users as well,” Christensen says. “The governance application effectively covers all types of SAP users, whether they are internal or remote users. Anybody who can touch our systems is covered by this application.”

With so many users, Christensen says it’s crucial to balance governance with business efficiency. “You’ve got to be sure that the controls that you’re setting up, first, are valid for the business, and second, won’t unduly cause difficulties in terms of getting people the access rights to do their job. The SAP application is very powerful. The challenge is to balance your control requirements against your organization’s ability to respond quickly and remain agile in a demanding business environment. My recommendation to anyone considering these tools is to work closely with your auditors and focus on those business areas in particular where there may be real material risk or exposure. It’s the old 80/20 rule – don’t go after everything.”