SAP BusinessObjects™

SAP Customer Success Story
Consumer Products – Animal Nutrition

PROVIMI HOLDING

MARKET LEADER DRIVES BUSINESS VALUE WITH SAP® BUSINESSOBJECTS™ GRC SOLUTIONS

"SAP BusinessObjects GRC solutions enable us to prove that we are controlling risks effectively. Being able to demonstrate this adds considerable value to our company."

Louis van Vliet, Group Internal Audit Manager, Provimi Holding B.V.

QUICK FACTS

Company
- Name: Provimi Holding B.V.
- Location: Rotterdam, Netherlands
- Industry: Consumer products – animal nutrition
- Products and services: Animal feed
- Revenue: €1.68 billion
- Employees: 6,500
- Web site: www.provimi.com
- Implementation partner: PwC The Netherlands

Challenges and Opportunities
- Ensure that controls in the business processes meet best-practice standards
- Minimize the risk of users misusing the SAP® ERP application
- Enhance process efficiency

Objectives
- Maintain effective and transparent control of the security and business processes supported by SAP software
- Perform continuous monitoring of key business controls

SAP Solutions and Services
- SAP BusinessObjects™ Access Control application
- SAP BusinessObjects Process Control application

Implementation Highlights
- Phased rollout in more than 30 countries
- Technical support from SAP
- Configuration expertise from PwC

Why SAP
Previous successful implementation of SAP software

Benefits
- Improved access control through SAP ERP and greater visibility into compliance activities
- Continuous improvement regarding business process controls
- Increase in company value due to improved transparency of the governance, risk, and compliance (GRC) processes and use of best practices
- Reduced cost through replacing manual control efforts with automated controls

Existing Environment
SAP ERP application

provimi
shaping tomorrow's nutrition

Rotterdam, Netherlands–based Provimi Holding B.V. decided to improve governance, risk, and controls across its business. "We wanted to ensure compliance with best-practice management standards throughout the organization," explains Louis van Vliet, group internal audit manager at Provimi Holding. To achieve this, the animal nutrition manufacturer implemented the SAP® BusinessObjects™ Access Control and SAP BusinessObjects Process Control applications – improving compliance and process efficiency, while boosting stakeholder confidence and business value.

Control Framework

Founded in 1923, Provimi Holding has evolved to become a global leader in the animal nutrition industry. Owned by a private equity business, the company employs 6,500 staff based at more than 65 production locations across 30 countries worldwide. It has a 7% share in the global animal feed market.

To ensure operational excellence and build business value, Provimi Holding wanted to implement a solution to monitor key controls across the company more effectively. The company also wanted a comprehensive governance, risk, and compliance (GRC) solution that could address both current and future requirements. "We weren't just looking for a software application," comments van Vliet. "We wanted a framework that would support our control management activities both now and in the future."

Established SAP Customer

The company considered a number of different GRC solutions, but having begun a successful implementation of the SAP ERP application two years before, Provimi Holding was keen to adopt an SAP solution. The company chose the SAP BusinessObjects Access Control and SAP BusinessObjects Process Control applications and selected SAP partner PwC The Netherlands to support the implementation project.

"We have been very happy with our choice of SAP ERP and so it was a natural step to select an SAP solution for our GRC activities as well," confirms Ids Voerman, project leader of GRC implementation at Provimi Holding.

Phased Implementation

Adopting a phased approach, Provimi Holding first installed SAP BusinessObjects Access Control in all of the business regions where it had already implemented SAP ERP. The software streamlines compliance processes and enforces segregation-of-duty (SoD) controls by controlling access to systems and minimizing the risk of fraudulent activity. The second planned phase is to roll out SAP BusinessObjects Access Control in a number of additional countries where SAP ERP is still to be implemented, including Russia and Poland.

The company has already gone live with SAP BusinessObjects Process Control in the United States, Canada, and Southern Europe, with further implementations planned across the rest of the organization.

> "We can be sure that no one has access that exceeds their requirements to complete day-to-day tasks, reducing the risk of costly mistakes and fraudulent activities. We've significantly enhanced our level of access control."
>
> **Louis van Vliet,** Group Internal Audit Manager, Provimi Holding B.V.

"This was a vast project," comments Voerman. "However, with technical support from SAP and configuration expertise from PwC, we achieved our implementation goals and anticipate a successful project completion later this year."

Ease of Use

The fact that the SAP solutions are designed for ease of use has undoubtedly assisted the rapid adoption of the software across the company. With user-friendly, intuitive screens and at-a-glance reporting dashboards, both business and technical users are able to acquire the skills they need with minimal training requirements.

"We can conduct most of the training remotely by talking through a presentation over the phone," explains Voerman.

> "As we increase our use of the automated monitoring of controls offered by SAP BusinessObjects Process Control, we have the potential to save a significant amount of time, allowing us to work more productively."
>
> **Ids Voerman,** Project Leader, GRC Implementation, Provimi Holding B.V.

"The management views are very straightforward and transparent, and we've had a lot of positive reactions so far."

Reduced Risk, Improved Efficiency

Previously, new authorization requests for SAP ERP were processed through numerous localized centers. Now, with SAP BusinessObjects Access Control, user permissions for different components of SAP ERP are issued centrally. With a single solution giving an overview of the access privileges of every employee that uses the global SAP ERP software, processing these requests is faster and more efficient with authorizations issued in as little as one or two hours. Most importantly, the granting of access requests is now better controlled than before.

"We can see at a glance where a new access authorization request may conflict with our security standards," remarks van Vliet. "In this way, we can be sure that no one has access that exceeds their requirements to complete day-to-day tasks, reducing the risk of costly mistakes and fraudulent activities. We've significantly enhanced our level of access control with SoD and that's a huge advantage for our internal auditing operations as it significantly reduces the time taken to scrutinize systems access data."

Although access risk is now controlled more rigorously across the organization, the authorization process is still agile and flexible enough to respond to dynamic business needs. Detailed automated reporting allows administrators to rule out quickly whether a new access request raises any SoD issues, allowing them to respond quickly and efficiently. And if there is an emergency, superuser privilege management functionality within SAP BusinessObjects Access Control enables administrators to provide emergency access in a controlled way with full details logged for audit purposes.

Continuous Monitoring

SAP BusinessObjects Process Control has been well received in the countries where it has been launched. The application provides managers with an overview of each process area managed within SAP ERP, such as purchasing and invoicing. As well as enabling management personnel to stay up-to-date with any issues as and when they occur, the application helps the company to improve its processes on an ongoing basis. "If users find a particular process isn't working as it should be, there is a tool that allows them to submit an issue into a workflow so we can continuously improve our processes and controls," explains van Vliet.

Automatic monitoring of processes has the potential to help employees work more efficiently and productively. "At the moment, around 50% of our controls are managed manually," comments Voerman. "However, as we increase our use of the automated monitoring of controls offered by SAP BusinessObjects Process Control, we have the potential to save a significant amount of time, allowing us to work more productively."

Framework for Future Compliance

Because of its enhanced process monitoring, the organization can ensure that assessments by external auditors are faster and more straightforward. And if it wishes to extend the reach of its process control solution to cover legal compliance issues such as the Sarbanes-Oxley Act in future, it now has a framework in place to do so.

The company has plans to extend the scope of the solution. In addition to rolling out the software to Mexico and Asia and implementing compliant user provisioning functionality within SAP BusinessObjects Access Control, Provimi intends to encompass within SAP BusinessObjects Process Control processes that are not related to SAP ERP.

Van Vliet is pleased with the contribution of SAP BusinessObjects GRC solutions to Provimi business performance. "SAP BusinessObjects GRC solutions enable us to prove that we are controlling risks effectively," he concludes. "Being able to demonstrate this adds considerable value to our company."

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