SAP BusinessObjects™

SAP Customer Success Story
High Tech

SAP

MANAGING RISK AND IT SECURITY FOR GLOBAL OPERATIONS WITH SAP® BusinessObjects™ GRC SOLUTIONS

"We gained three certifications for internationally recognized operating standards using SAP BusinessObjects GRC solutions. Today we operate with greater productivity and less risk."

Maximilian Adrian, Director of IT Security and Quality Management, SAP AG

QUICK FACTS

Company
- Name: SAP AG
- Location: Walldorf, Germany
- Industry: High tech
- Products and services: Business software applications and services
- Revenue: €10.6 billion
- Employees: 48,000
- Web site: www.sap.com

Challenges and Opportunities
- Maintain quality and IT security for business processes in a global operating environment
- Achieve highest level of compliance with internationally recognized standards
- Minimize the risk of business disruptions stemming from catastrophic events

Objectives
- Implement software to manage quality, IT security, and business continuity
- Attain certification for ISO 9001, ISO 27001, and BS 25999-2

SAP® Solutions and Services
SAP® BusinessObjects™ governance, risk, and compliance (GRC) solutions

Implementation Highlights
Replaced multiple self-developed compliance and risk analysis systems throughout the enterprise with a single, centralized, standard solution that is highly automated

Why SAP
Market-leading functionality for managing risk, improving compliance visibility, maintaining IT security, and ensuring recovery

Benefits
- Higher process quality leading to increased productivity and improved financial performance
- Ongoing customer satisfaction due to continuous improvement of internal IT processes, such as authorization requests
- Enhanced assurance regarding system quality based on a measurable set of information security management practices
- Improved credibility for global IT organization
- Greater alignment between business and IT
- Increased system interoperability due to security process standardization
- Improved corporate resilience and lower exposure to risk, due to certified recovery process
- Enhanced corporate reputation and increased competitive advantage through certifications that open up new markets

Existing Environment
Several self-developed, stand-alone compliance and risk management applications that required significant manual effort due to lack of user-friendly interface

SAP®

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How do you incorporate global regulations and national standards into best practices that support IT governance, process efficiency, and enterprise-grade security? SAP AG did it using SAP® BusinessObjects™ governance, risk, and compliance (GRC) solutions. "These solutions enable SAP to maintain quality, enforce IT security, and support business continuity," says Maximilian Adrian, director of IT security and quality management at SAP. "This reduces our exposure to risk while helping us perform better as a company."

Here, There, and Everywhere

Maintaining compliant business operations is difficult for global companies. Industry guidelines, national regulations, globally recognized standards – they all come into play. For SAP, the problem was compounded by a legacy approach to IT security and risk management that depended on localized systems.

Centralization, Certification, and Competitive Advantage

To address this challenge, SAP centralized on SAP BusinessObjects GRC solutions. These solutions have helped SAP gain certification for three internationally recognized standards.

ISO 9001:2008 is the standard for quality management systems, defined by the International Society for Standardization. Certification demonstrates SAP's ability to provide high-quality products and services through a commitment to continuous business improvement.

ISO 27001:2005 is the standard for information security management. With certification, SAP has established a risk-based approach to security management that helps protect the interests of all corporate stakeholders.

BS 25999-2:2007 is the standard for business continuity management. Issued by the British Standards Institution, it is designed to minimize the risk of business disruptions, helping companies protect staff, preserve brand value, and continue operations even under the most challenging circumstances. SAP is the first German company to gain certification.

With certification and processes supported by SAP BusinessObjects GRC solutions, SAP has been able to increase process quality, productivity, and financial performance. Stakeholders have greater assurances regarding IT security, systems interoperability is improved, and clear recovery processes make SAP more resilient. "Internally," says Adrian, "certification has helped enhance the credibility of the global IT organization at SAP and improve alignment with the business. Externally, it has helped improve SAP's reputation for sound business practices, helping to increase our competitive advantage."

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