



## Oil and Natural Gas Corporation: Improving IT Productivity by 20% with SAP NetWeaver® ID Management

Oil and Natural Gas Corporation Limited is a Fortune Global 500 company with a lot of software and over 33,000 employees. To address the identity management challenge of its SAP® software environment, the firm deployed the SAP NetWeaver® Identity Management (SAP NetWeaver ID Management) component. This has helped **rationalize the user base** and increase HR and IT efficiency.

#### Company

Oil and Natural Gas Corporation Limited

#### Headquarters

Dehradun, India

#### **Industry**

Oil and gas

#### **Products and Services**

Exploration and production of crude oil and gas in India and abroad

#### **Employees**

33,273

#### Revenue

US\$27.3 billion

#### **Web Site**

www.ongcindia.com

#### **Partner**

SAP® Consulting

#### **BUSINESS TRANSFORMATION**

#### The company's top objectives:

- Remove idle and redundant users from internal systems
- Speed the on-boarding of new hires by shrinking cycle times for obtaining access to the corporate portal and other IT resources
- Improve IT productivity by automating routine identity management tasks

#### The resolution:

- Deployed the SAP NetWeaver® Identity Management (SAP NetWeaver ID Management) component to rationalize and consolidate the existing user base
- Streamlined and synchronized hiring processes for HR
- Automated user creation and retirement to free up IT manpower

#### The key benefits:

- Improved user visibility and tracking
- Greater HR efficiency and faster time to productivity for new hires
- More effective use of IT manpower

Read more

"SAP NetWeaver Identity Management has significantly reduced the number of idle users and helped our team focus on other issues of more strategic importance."

Sanjeeb K. Swain, Project Manager, Identity Management, Oil and Natural Gas Corporation Limited

#### TOP BENEFITS ACHIEVED

22%

Reduction in number of SAP software user IDs

**70**%

Faster on-boarding of new hires

20%

Improvement in IT project team productivity

See more metrics





#### **Company objectives**

Resolution

**Business transformation** 

Future plans

## Your ID, please?

As one of the largest and most active energy companies in Asia, India's Oil and Natural Gas Corporation Limited (ONGC) employs a lot of people – over 33,000 across operations that span over 15 countries. Of these, more than 23,334 are technically oriented professionals – ranging from geologists, geophysicists, and geochemists to drilling, reservoir, and petroleum engineers. They also include a wide-ranging team of IT professionals and financial and HR experts.

ONGC is a long-time SAP customer, and almost all of its employees use an array of SAP software to carry out their daily duties. As a large and diverse organization, ONGC maintains licenses for most of its 33,000 plus employees. The organization,

however, found it difficult to track these users once they were created. Over time, this led to a grand total of 41,000 user IDs – many of them idle or redundant.

During a yearly hiring season, ONGC is also known to bring on more than 1,000 new employees in just a matter of months. This taxed the resources of the HR and IT teams charged with on-boarding the new hires. It also led to long lead times for new hires waiting to access critical content on the corporate portal. To rationalize the user base, increase HR and IT efficiency, and speed the time to productivity for new hires, ONGC decided to implement SAP NetWeaver ID Management.

"SAP NetWeaver Identity Management helped us bring our total number of users under control, meet our requirements, and better understand our growth."

C.M. Tripathi, General Manager, Oil and Natural Gas Corporation Limited





Company objectives

#### Resolution

**Business transformation** 

Future plans

## The road to efficiency

ONGC liked how SAP NetWeaver ID Management helps manage user access to applications throughout the user's lifecycle – from initial onboarding to retirement or departure from the company. It also liked that the software provides a central mechanism for provisioning users in accordance with their business roles, while supporting related processes such as password management, self-service, and approvals workflow.

Working with the SAP Consulting organization as its implementation partner, ONGC deployed

the software on time and within budget. Once up and running, the software quickly identified idle users and reconciled all redundancies. Next, the project team worked with HR to establish the mandatory steps for quickly creating new users and automatically replicating them across all systems within the extended enterprise. Today as soon as a new hire joins the organization, HR enters the required information, and the user is created in a matter of minutes. The same process is helping with the retirement of users as well.

"SAP NetWeaver Identity Management integrated easily with our existing SAP software, and hence was a natural choice for us."

Sanjeeb K. Swain, Project Manager, Identity Management, Oil and Natural Gas Corporation Limited





Company objectives

Resolution

#### **Business transformation**

Future plans

## Automated identity management, with less demand on HR and IT

By moving to SAP NetWeaver ID Management, ONGC was able to remove more than 9,000 idle or redundant users from its SAP software environment – moving from more than 41,000 user IDs to more than 32,000. This immediately helped ONGC gain a better understanding of its actual requirements and comply more effectively with audit and security issues.

The on-boarding time for new hires, meanwhile, has dropped from a few days to less than a day after

entering the required HR information. This will come as a great help as ONGC plans to increase the pace of new hiring following the anticipated retirement of more than 5,000 employees over the next few years.

With a more automated approach to on-boarding new hires, ONGC has also been able to free IT manpower from a list of administrative duties. Now, ONGC can focus its IT manpower more effectively on activities that deliver more value to the company.

#### **KEY BENEFITS**

**22**%

Reduction in number of SAP software user IDs

**70**%

Faster on-boarding of new hires

20%

Improvement in IT project team productivity





Company objectives

Resolution

Business transformation

**Future plans** 

# A strong strategic partnership moves forward

That it is pleased with SAP NetWeaver ID Management is hardly a surprise to ONGC. The implementation was one of many in which the company has participated with SAP. ONGC views its relationship with SAP in strategic terms. "For years, we have partnered with SAP to help make our organization more efficient, competitive, and responsive to customer needs," says C.M. Tripathi, General Manager at ONGC. "We look forward to many more years of collaboration."



