



## Transforming SAP Security and Access Control

### Client Background

Our client offers a world-class portfolio of integrated businesses providing high-quality and trusted food and beverage products for consumers across the UAE, GCC, Turkey, and the wider Middle East. More than 11,000 employees are engaged in the manufacturing, distribution, and marketing of various products in categories. They faced increasing challenges in managing

SAP security and regulatory compliance. With a complex landscape of users and roles across multiple business units, the organization experienced inefficiencies in its SAP Governance, Risk, and Compliance (GRC) processes, and struggled with ensuring secure access without compromising operational agility.

### Project Objectives

The primary goals of this project were to:



Redesign the client's SAP security framework to enhance role management and reduce segregation of duties risks associated with excessive access.



Optimize the SAP GRC Access Control module for a strengthened segregation of duties ruleset and streamlined access request and user access review processes.



Empower the client's internal team with best practices for sustained security and governance.

### Our Approach

To address these objectives, we adopted a collaborative and phased approach:

#### 1. Current State Assessment and Planning:

- Conducted a comprehensive assessment of the existing SAP security architecture to identify areas for improvement in role design and segregation of duties (SoD).

#### 2. SAP Security Redesign:

- Developed a new SoD free, task-based role design to standardize roles across global operations, reducing redundancy, complexity and potential risk of excessive access
- Employed a master/derived role structure to allow for increased efficiency when performing role changes and organizational value data restrictions.

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3. SAP GRC Access Control Enhancements:

- Implemented the user access review workflow to align with the organization's compliance requirements, while developing a Fiori application to enhance user experience and efficiency
- Strengthened the GRC Ruleset, covering all the appropriate risks, functions and transactions providing greater visibility into Segregation of Duties (SoD) and Sensitive Access (SA) risks.

4. Implementation and Training:

- Executed a phased rollout of the redesigned security framework, minimizing disruption to business operations.
- Delivered targeted training sessions to the client's internal teams, enabling them to:
  - Manage and maintain the new security setup effectively.
  - Execute user access reviews through the GRC system.

Value Delivered

The project delivered measurable improvements and positioned the client for sustained success:

- The organization now has an SAP security design built on leading practice methodology and techniques, allowing for roles that are easy to maintain, flexible to organization change and eliminate excess access.
- The optimized SAP GRC ruleset allows increased risk identification and remediation during access requests process, ensuring that all access requests are assessed for SoD conflicts before approval, minimizing unauthorized access risks.
- The client's audit findings around access management were reduced, reflecting improved compliance with industry standards.
- With comprehensive training and documentation, the client's internal team gained the confidence to manage and adapt the SAP security environment independently.

Conclusion

By transforming the client's SAP security and GRC processes, we enabled them to navigate their complex operational environment with greater confidence and

resilience. This project underscores our commitment to delivering tailored, impactful solutions that drive lasting value for our clients.

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