



SAP: Speeding GRC Control Testing by 90% with SAP® Solutions for GRC

By implementing its solutions for governance, risk, and compliance (GRC), SAP SE has achieved a holistic regulation, business process, risk, and control overview based on a single, accurate, real-time data source. It is the world's largest GRC implementation that SAP is aware of. The project **accelerated many key GRC processes** and is greatly assisting decision makers.

Executive overview

Company
SAP SE

Headquarters
Walldorf, Germany

Industry
High tech

Products and Services
Enterprise software and services

Employees
68,800

Revenue
€16.8 billion

Web Site
www.sap.com

Implementation Partner
SAP Consulting

BUSINESS TRANSFORMATION

The company's top objectives

- Standardize, automate, and accelerate all GRC processes
- Create a single, highly transparent source of GRC information
- Display thought leadership in enterprise GRC management

The resolution

- Implemented the SAP® Process Control and SAP Risk Management applications company-wide
- Integrated them with the SAP Fraud Management analytic application, the SAP Access Control application, and the SAP Customer Relationship Management (SAP CRM) application
- Took a phased approach

The key benefits

- Better-informed business decisions and mobile risk reporting
- Holistic regulation, process, risk, and control overviews based on a single data source
- Automatic control monitoring of system configuration and data

Read more ►

TOP BENEFITS ACHIEVED

90%

Faster control testing on average

3 FTEs

Redeployed to higher-value activities

30%

Gain in report generation efficiency

See more metrics ►



“SAP solutions for GRC serve as a single source of the truth, enabling decision makers at SAP to efficiently and holistically manage risk – delivering real value to the business.”

Miriam Kraus, Senior VP of Governance, Risk, and Compliance, SAP SE

Executive overview

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Resolution

Business transformation

Future plans

Modernizing and automating the GRC environment

SAP SE is one of the world's largest software companies and a leader in providing enterprise software and services. Among the company's many products is a set of solutions for GRC. These solutions are designed to help enterprises protect their revenues streams, shareholder values, and brand reputations while reducing the cost of GRC compliance initiatives.

Until recently SAP addressed its own GRC challenges using several of its applications that are now retired, including one for administration of risk data and another for internal control management. SAP wanted to improve its GRC environment by replacing these applications with current software. The company also wanted better integration with a unified control and master data repository, more

automation in control testing and result consolidation, and less duplication of effort and data maintenance costs.

"We wanted to achieve the benefits of integration and automation throughout our worldwide GRC landscape, as well as accurate risk data produced in real time at a lower cost," says Miriam Kraus, senior VP of governance, risk, and compliance for SAP. "To address our immediate issues while building a sustainable architecture for the future, we decided to replace our former GRC system with modern, fully supported software. Our new GRC solution needed to deliver effectiveness, efficiency, and agility to the business in managing the relationships among governance, risk, and compliance based on a single source of information."

"By removing the system disconnect we had in the past, we knew we stood to significantly reduce the effort entailed in control testing."

Miriam Kraus, Senior VP of Governance, Risk, and Compliance, SAP SE



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World's largest implementation of GRC solutions from SAP

SAP has a policy of using its own applications to run its business whenever possible, but this was far from the only reason why it decided on SAP solutions for GRC as the basis for its GRC modernization effort.

"We wanted a single, comprehensive, and integrated set of GRC solutions, and no one can match our own software in those respects," explains Kraus. "The standard functionality of SAP solutions for GRC is fully utilized to provide transparency and to streamline and enhance GRC processes – very important values to us. Furthermore, we wanted to demonstrate the confidence we have in our GRC software and its ability to satisfy the needs of very large enterprises."

SAP turned to its own organization not just for software but also for implementation services. "No one knows SAP applications like SAP Consulting," Kraus explains succinctly.

The implementation was the most ambitious ever undertaken for GRC software from SAP – spanning 580 organizations in 100 countries that support over 68,800 users, including 130 senior managers who use mobile devices to make risk-based decisions.

Over a period of two years, a team of 12 consultants from SAP implemented the solution, which includes SAP Process Control and SAP Risk Management integrated with SAP Fraud Management, SAP Access Control, and SAP CRM as well as a promise-to-deliver project system. This system is supported by complex online and offline survey scenarios, continuous control monitoring, issue management, control testing and scheduling, Committee of Sponsoring Organizations of the Treadway Commission (COSO) questionnaires, and policy management for all 68,800 employees.



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An award-winning implementation

The implementation concluded within budget and on schedule in two years. Control testing and remediation is now performed through 65 automated controls associated with 100 business rules. The central repository contains 20 regulations and 1,350 risks allocated to 50 risk categories associated with 900 activities in 80 activity categories – and more than 120 processes and 350 subprocesses with 2,800 controls.

The project was so successful that SAP applied for a prestigious GRC 20/20 Value Award from GRC

20/20 Research LLC. In its award announcement, GRC 20/20 Research confirmed that the implementation has achieved measurable value across the elements of GRC efficiency, effectiveness, and agility. “In this context,” the announcement states, “GRC 20/20 has recognized SAP with a 2014 GRC Value Award in the domain of GRC Architecture and Integration.”

SAP also won an award from the Open Compliance and Ethics Group in 2012 for the implementation.

KEY BENEFITS

90%

Faster control testing on average

20%

Gain in data maintenance efficiency

100%

Accuracy of control testing and remediation

30%

Gain in report generation efficiency

3 FTEs

Redeployed to higher-value activities



Executive overview

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Resolution

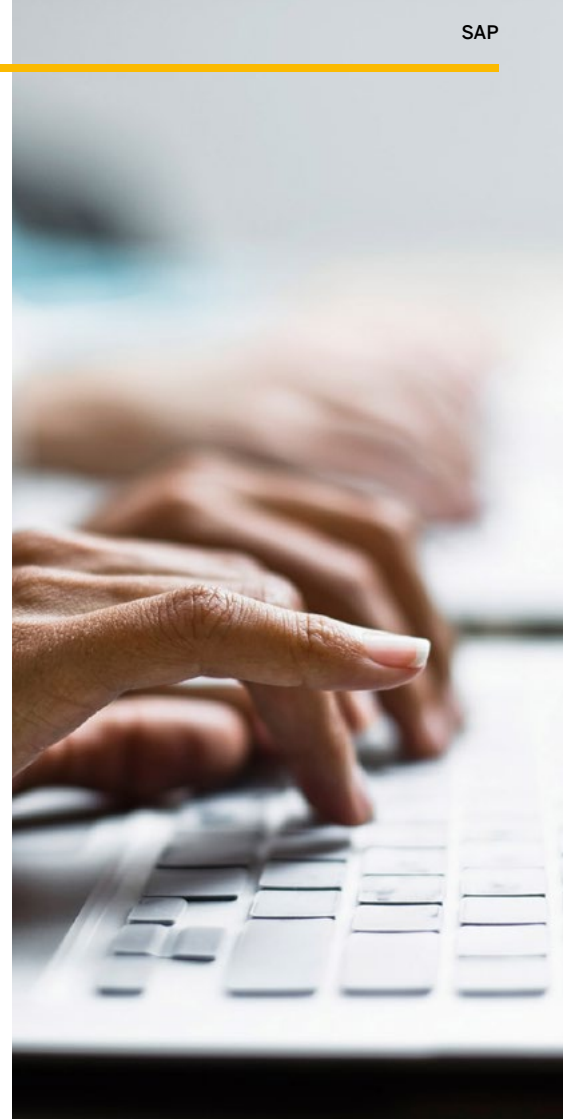
Business transformation

Future plans

On to SAP HANA®

The next step in the plan is to incorporate the SAP HANA® platform as the foundation for the GRC solution, thereby enhancing controls and improving interaction with SAP Fraud Management. SAP expects that this and other GRC environment improvements will deliver many additional benefits. Testing effort will be cut by 50%, for example, and audit fees will come down 15%. In addition, with workflow-based exception handling within a single source of the truth, manual effort will be reduced by 30%.

“Already our solutions for GRC allow us to make risk-based decisions at any time and at all levels of the company,” concludes Kraus. “Compliance is strengthened through automated and continuous management of internal controls well beyond Sarbanes-Oxley 404 requirements. The addition of SAP HANA will only make the environment even better.”



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