TURNKEY

Business Profile

Turnkey's client has over 1000 supermarkets and grocery stores. It has a turnover approaching $60 billion AUD and with over 200k employees it is one of Australia's biggest employers. The group offers a number of own-brand products and a portfolio of hotel, pubs and liquor stores in addition to its supermarket outlets. With good Corporate Governance, Risk Management and Compliance (GRC) central to its approach, it needed a new partner to support these and other security activities.

Highlights

- A proactive and responsive support approach
- Expert technical support for business-critical SAP applications
- One-off project requirements met quickly
- Augmentation of permanent staff for Identity Management activities

Turnkey's Bedrock Managed Service Supports GRC and Security for Leading Supermarket Chain

Challenges

The supermarket group's incumbent support provider for GRC presented it with several challenges:

- Offshore managed support service did not cover local business hours
- Resources assigned to the group often changed, meaning individuals did not have a good knowledge of its complex systems landscape
- Mobilisation of quotes, statements of work and project resources was often slow

Following an in-depth exercise to develop a roadmap for ongoing GRC and Security support, the supermarket group concluded it needed a security specialist partner who understood its technology landscape and business model and would add operational value. This would range from Business as Usual (BAU) access security maintenance and support through to projects that would involve several dedicated resources over a period of weeks or months.

> "Turnkey's in-depth knowledge and expertise with SAP enables it to recruit and retain quality staff with an understanding of our business objectives," highlights the Senior Manager of Identity Operations. "It fosters a proactive attitude within its teams, which adds value for us by exploring optimum solutions and challenging assumptions."
>
> SENIOR MANAGER, IDENTITY OPERATIONS.

Benefits

- Turnkey's Bedrock Managed Service provides day-to-day security maintenance of 15+ SAP applications, including GRC, ECC, PMR & HANA, complimenting the client's limited internal resources. Their expert domain knowledge and proactive, skilled staff provides the group with a trusted partner to support these business-critical operations.

- Turnkey's ability to rapidly deploy resources to undertake projects allows the supermarket chain to react to business needs quickly, without a protracted engagement process. Resources who are familiar with its systems and processes are available, as and when needed. Project delivery is painless and cost-effective.

- A key differentiator for the client has been the attitude of Turnkey staff. Rigorous hiring standards provide it with flexible, motivated and proactive resources.

Solution

Turnkey Consulting's relationship with the supermarket chain dates from 2016 when it was originally engaged to deliver some one-off SAP security projects, including implementing an identity management solution and upgrading its SAP security model. It was the experience of working with Turnkey on these projects that led the group to select it to deliver a fully managed support service.

Bedrock Managed Service

In 2018 Turnkey was appointed to provide its Bedrock Managed Service for its client's GRC and Identity Management application and SAP Security design delivery operations. Turnkey now provides essential support across three main areas:

- Technical support for the suite of 15+ productive SAP applications and User Admin functions. This support ensures security design for these applications meet business and compliance objectives.

- Provision of dedicated, skilled SAP security resources for ongoing system improvements, utilising Turnkey staff based in its Malaysian Centre of Excellence in Kuala Lumpur.

- Turnkey's role has recently been expanded to take on the support of Identity and Access Management Operations across a wide range of systems, not limited to SAP, including email, network access and other core systems (400+ Apps) using SailPoint.

Turnkey's client now has the benefit of a professionally managed support service covering the full Australian working day, with the ability to flex staff numbers as demand requires. The quality of Turnkey's resources has transformed the relationship from a 'people shop' to one of a true partnership.

Project Support

In addition to the managed service, Turnkey provides on-demand project resources as required, to undertake continuous improvements to its systems and business processes. Turnkey's agile teams provide a quick-response solution to one-off project demands, eliminating the need to retain permanent staff.

The high retention rates lead to personal, long-term relationships and deep knowledge of the supermarket chain's complex systems landscape, enhancing the speed and quality of project delivery. The engagement process is easy, quick and provides expert resources on demand.

Summary

"When I engage Turnkey to complete a project, I have confidence in its people to deliver a high-quality service," continues the Senior Manager of Identity Operations. "They deliver the right people for the tasks required.

"We don't have to spell it out for them. They just do whatever is required to bring us a better solution. Their people are willing to really listen and work together to bring us answers that work for them and us."

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SAP Partner