

The logo for Turnkey Consulting, featuring the word "TURNKEY" in a bold, sans-serif font. The "T" is orange, and the rest of the letters are white. A thin orange horizontal line is positioned above the text.A blurred background image of a laboratory setting with people working at computer monitors.

About the client


Our client is a global science and chemicals company and leader in sustainable technologies. Headquartered in the UK, It has been a leader in its field for more than 200 years, working towards enabling cleaner air, improved health and the more efficient use of the planet's natural resources.

“Turnkey Consulting is a specialist partner in this field who brought very strong expertise and knowledgeable resources with their focus on SAP GRC and SAP IDM solutions.”

CLIENT SAP TECHNOLOGY SERVICES MANAGER

Highlights

- Wall-to-wall security for 10 SAP systems reduces business risk.
- Implementation of SAP GRC 12.0 on HANA with SAP IDM globally.
- Support provided by SAP Security CoE in Malaysia.
- Automation of many standard security maintenance tasks.

A close-up photograph of a male scientist in a white lab coat and glasses, looking through a microscope. In the background, other scientists are visible working at computer monitors in a laboratory setting.

Turnkey delivers and supports security controls and automated user processes to 7,500 users with SAP GRC and SAP Identity Management

Challenges

For some time, the organisation has been deploying SAP technology to serve its business units globally in around 35 countries, but the complexity of managing these systems and maintaining effective security controls and user processes had become increasingly challenging.

Ensuring wall-to-wall security for its 10 SAP systems was paramount to remediate compliance issues, prevent system misuse and monitor potential business risk.

With 7,500 users, manual administration tasks for compliance, security and user access controls needed reducing, but the firm did not have the internal skill sets to manage this. Additional capacity would also be required to provide business-as-usual support to manage the secure environment.

“Turnkey Consulting is committed to getting the job done and advising on the best security concepts for us. Their Managed Services team in KL maintains a high level of quality, supporting our business and solving issues to keep our SAP environment secure.”

CLIENT COE SECURITY TEAM LEAD

Benefits

- **Risk and access is managed and controlled:** the client has confidence in the security of their systems. It understands where the risks lie, and they have systems and processes to manage it.
- Much of the standard maintenance, routines and tasks have been automated creating efficiencies and enhanced productivity.
- **Starters get the right access, first time:** having well defined roles with clear access rights has simplified the process for new starters and changes.
- **Better controls for segregation of duties:** The firm is ready to benefit from segregation of duties infrastructure once it goes live.
- Technologies are maximised by working closely with Turnkey Consulting and benefit from best practice in user administration and role management, with cutting edge technology.
- Business-as-usual activities such as service and change requests are closely monitored and managed collaboratively across all the SAP systems, working together towards the chemical leader's global SLAs.
- Confidence and quality security advice through CoE support delivered by the KL team.

Solution

Turnkey Consulting was selected to implement SAP GRC version 12.0 on HANA with SAP IDM integration across all SAP systems globally. The client team and Turnkey worked seamlessly and collaboratively to design, build and test the new software, through to go live and providing ongoing support. As part of a global programme the company will be consolidating its services onto one SAP platform, SAP Unify, which Turnkey will also be supporting from an SAP GRC and SAP IDM perspective.

The chemicals business now has the capability to manage joiners and leavers much more efficiently and securely now, ensuring the right provisioning takes place. This means joiners get the right access from the outset, and the whole segregation of duties and access controls works well.

"The collaboration between the two teams was seamless. You really can't tell the different between Turnkey and our staff," says the client's SAP Technology Services Manager.



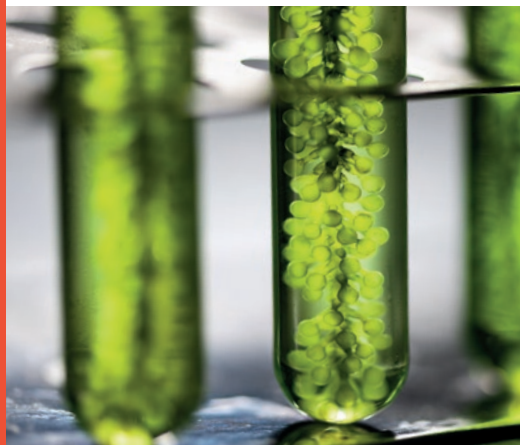
BEDROCK

THE SAP GRC MANAGED SERVICE FROM TURNKEY

Support Services

The chemicals leader since 2017 has engaged Turnkey in providing SAP Security support services to lead and support its SAP estate from our managed SAP Security Centre of Excellence (CoE) in Kuala Lumpur, Malaysia.

In this time Turnkey has leveraged on their extensive knowledge of its client's operational environment to deliver more effectively and add value by recognising opportunities such as process improvement, or business role consolidation for repeat requests.



Working with Turnkey Consulting

"Turnkey is leading edge and progressive in the technologies they focus on; they have great understanding where SAP is progressing with its security and compliance technologies."

We now have confidence in all aspects of our business risk and user access processes around protecting our SAP environment."

Client SAP Technology Services Manager.

Next steps

"Having worked together for over two and a half years, we're looking forward to continuing to work alongside Turnkey Consultancy to develop wider opportunities around our security and applications with SAP GRC and SAP IDM."

Client SAP Technology Services Manager.