

# Re-implementation of SAP Roles and Authorizations

**A company's SAP system evolves with the business and with the projects it undertakes. As a result, the roles and authorizations assigned to users at a given point in time may no longer be consistent with the company's evolving organization, and maintaining them can become challenging.**

Today, Linda tells us about a project led by one of our clients, a rapidly growing SME who chose PASàPAS for a complete overhaul of their SAP Roles and Authorizations.



Linda, SAP Logistics, Roles and Authorizations consultant at PASàPAS

## **What were the client's pain points before the project?**

The users' roles and authorisations were set up a long time ago, in line with the needs of the parent company, a large global enterprise. When our client's business was spun off, they inherited an authorisations model which was massively over-engineered for their needs. For example, over 6,000 roles were defined, for a reduced user base of fifty. It seemed that every authorisation object had its own role! This made onboarding of new users extremely difficult and time-consuming, often taking weeks. What should have been simple changes to profiles to allow additional access were slow, complex, and involved substantial testing to ensure sensitive access had not been compromised.

When we first engaged with this client to assess their usage of SAP, a key frustration was their negative experience during new user on-boarding, and when validation workflows would fail and take excessive time to fix. Since both of these were symptoms of the complex authorisations model, our top recommendation was a complete overhaul of their SAP Roles and Authorizations.

## **What were the solutions offered by PASàPAS?**

To carry out this project with the client, we first ran a one-day workshop on site with key team members across the company to establish a plan for future actions, identify main SAP functionality used and key areas of concern.

We were then able to start the design and implementation of new user profiles, as needed for all functions within the company, and we carried out the following tasks:

- Analysis of the usage of existing standard and custom transactions by user so that these could be drafted into the new user profiles
- Support the business assessment of data security and compliance issues so that strict internal controls were maintained in the new model
- Create new Roles suitable for the current organisational structure that were also flexible and understandable for future expansion of the client's business and user base

- Identify obsolete and redundant custom developments implemented by the parent company and no longer required, so these could be removed
- Produce documentation (procedures, catalogues) to make it easier both to request changes and to implement them.

Our approach was based on the experience of the PASàPAS team, and the systematic application of SAP good practices to minimize the loss of important information during the development of new authorisations. In parallel with the project, we also supported the client's operations, managing user rights, creating and upgrading accounts, adding missing rights depending on the position held, etc.

### **How did the project go?**

The project started with a thorough review of the client's SAP usage and of their rather complex purchase release strategies. We then held the onsite workshop to meet the business teams, understand their activities and plan the way forward. Within four weeks, the new Roles were defined, and testing began. The new authorisation model successfully went live eight weeks after the project started.

### **What were the benefits of this project for the client?**

By reducing the number of roles from 6,200 to 128 and using SAP best practices for naming conventions and governance, this client's SAP roles and authorizations are now fully aligned with their business and much simpler to use and to maintain. This allows the teams to work better together, while applying good practices, and therefore to facilitate daily life. Our client is now able to manage their own onboarding of new users, saving them time and frustration.

Based on multiple feedback from several of the client teams, the support we are providing is really valued, both in terms of speedy daily issues resolution, improvements and advice for future projects. Mutual trust and transparent exchanges are the basic elements that we have been able to put in place with the client to move forward.