From 6,200 to 128:
A re-implementation of SAP Roles and authorizations

OBJECTIVE:

In this case study, the client was a rapidly growing SME in the energy sector. They inherited their SAP system from their former, global parent company. As a result, the roles and authorizations assigned to users were not consistent with the company's evolving organization.

Maintaining these roles meant the company was needlessly wasting time. Over-engineered authorizations impeded the on-boarding process. Simple changes to user profiles were complex and involved substantial testing. There was also significant time wasted resolving workflow validations.

PASàPAS was contracted to scale down their SAP roles and authorizations model to accommodate their true company size and structure. With an 8-week long project, PASàPAS was able to make a huge impact on the process.

THE PASàPAS PROCESS:

We ran a one-day workshop on site with key team members to identify the main SAP functionality used and key areas of concern, and to establish a plan for future actions.

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New roles, suitable for the current organisational structure, and flexible enough for future expansion were created, as obsolete and redundant custom developments were removed.

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Precise documentation, both procedures and catalogues, made it easier both to request changes and to implement them.

RESULTS:

Reduced roles from 6,200 to 128 following SAP best practices for naming and governance

Efficient onboarding with SAP roles and authorizations aligned with the client's business and actual responsibilities

Greatly simplified enactment in SAP of staff role changes, now requiring hours rather than weeks

"Based on multiple feedback from the client teams, the support is really valued, both in terms of speedy issue resolution, improvements and advice for future projects."