

IS4IT Case Study

kubus IT GbR

IS4IT BUSINESS AREA

IS4IT Enterprise Data Center

AT A GLANCE

EAM for SAP: Always capable of acting in an emergency and in compliance with all regulations

COMPANY

Company:	kubus IT GbR
Headquarters:	Bayreuth
Industry:	IT Products and Services: Full operation of technical systems from application management and support to consulting and development
Employees:	650
Internet address:	www.kubus-it.de

SUMMARY

“We ensure smooth IT operations for over 15,000 AOK users in Bavaria, Saxony, and Thuringia. High reliability is taken for granted and the time frames for software maintenance are kept extremely short, so as not to interfere with user processes. If a colleague in support detects a malfunction in the SAP system at 23:30 o'clock, he/she must intervene immediately, without waiting for the go-ahead from superiors. At the same time, everything must be handled absolutely correctly in order to meet the various requirements of the company and/or audit bodies. With IS4IT's EAM, we make sure we operate in emergency situations fully within the law. Furthermore, EAM can also be configured with SAP tools very efficiently, so that the administrative effort remains low. With approximately 40 to 70 assignments per month, EAM has proven to be extremely useful to us.”

Daniel Küttler, SAP User Administration

PROJECT GOALS/CHALLENGES

1. Selection of a comprehensive solution for realizing a simple-to-manage emergency user concept
2. Legally compliant implementation of various directives on the part of the company and audit bodies without impeding the user's smooth operation
3. Instant access to production systems with wide-ranging permissions in critical situations
4. Clearly defined processes and downstream approval procedures that may only apply to defined emergencies
5. Comprehensive and complete documentation of all measures
6. Phased rollout of the EAM solution initially in the system landscape for eight productive- plus back-office systems with subsequent company-wide commissioning for 21+ x systems

DECISION FOR IS4IT

1. EAM for SAP complies 100 % with the requirement profile
2. Shorter testing duration (1.5 instead of 3 days) verifies functional performance coverage
3. Implementation with option to change for company-wide use
4. High satisfaction with IS4IT presales and support team based on excellent response times to inquiries and extremely fast processing of technical adjustments

SOLUTIONS

- Wide range of specification and bidding process with requirement profile and trial
- Decision for EAM – Extended Access Management for SAP
- Commissioning of seven systems within three days
- Company-wide rollout for 21 systems currently in process

BENEFITS

1. Central customization and integration of all managed systems from a single console provides efficient administration.
2. Emergency operations that include creating roles, changing tables or opening records by themselves; are easily implementable and ensure lawful access at any time – even outside normal business hours – so that faults or system failures are minimized for users.
3. By assigning emergency users 1:1 to employees ensures the personalized access to the systems resulting therefrom has utmost transparency.
4. Automatic execution of subsequent approval processes and tool-driven notification of supervisor for review and approval.
5. Cascading representative control with several possible representatives ensures that all cases are examined and released promptly.
6. Mandatory documentation stating the reason for access upon activation always clearly records why unscheduled access was unavoidable.
7. Legal conflicts are excluded for SAP administrators from the outset, because all actions are documented consistently.
8. The reporting prepared makes IT transparent to management and internal inspection.
9. Reports for external audits by auditors are provided without any extra effort.
10. Thanks to using SAP's standard functionality, only minimal training is required for configuring and intuitively understanding the interface.