SAP: One Logon for All Systems – SAP NetWeaver® Single Sign-On

SAP AG applied its own best practices to enable employees to access the systems they need quickly, seamlessly, and invisibly, thanks to the SAP NetWeaver® Single Sign-On application. The rollout to 80,000 client computers was complete in just three months, improving employee convenience and productivity and **reducing support costs.**

Executive overview

Company
SAP AG

Headquarters
Walldorf, Germany

Industry
High tech

Products and Services
Business software

Employees
54,000

Revenue
€12.5 billion

Web Site
www.sap.com

Partner
SAP® Consulting

BUSINESS TRANSFORMATION

The company's top objectives:
- Enable single sign-on without permanent network availability
- Support Microsoft Windows 7 and future Windows systems
- Improve employee convenience and productivity

The resolution:
- Implement the SAP NetWeaver® Single Sign-On application
- Roll out to 80,000 client computers within 3 months
- Add value to SAP's own portfolio via the "SAP Runs SAP" approach

The key benefits:
- Shorter logon times for all users and the ability to work without interruption
- Availability of single sign-on with mobile devices and Apple hardware
- Strong authentication via X.509 certificates
- Lower costs by generating certificates without public key infrastructure
- Reduced maintenance through single sign-on for user access to applications via Windows GUI

Read more

TOP BENEFITS ACHIEVED

75%
Fewer calls to the help desk

3
Months for rollout

80,000
Client computers upgraded

See more metrics

"The IT support team is thrilled: We have had a 75% drop in inquiries from users who have forgotten their passwords."
Michael Reiser, Service Architect, SAP Global IT

Executive overview

Company objectives

Resolution

Business transformation

Future plans

Improving employee convenience and productivity

Every day an SAP employee uses up to 10 systems, all of which require a user name and password for authentication. SAP's security policy calls for strong – and rather complex – passwords. As a result, users often forget their access data and have to contact the help desk to reset forgotten passwords, leading to a loss in productivity. The SAP NetWeaver® Single Sign-On application now enables them to work without interruption.

In 1999 SAP laid the foundation for the implementation of single sign-on (SSO) for approximately 30,000 client computers. Each time users logged on to their Microsoft Windows client, the data center automatically assigned a certificate authenticating users in all their applications, from the e-mail client to the employee portal and enterprise resource planning software. Until now, however, this certificate was deleted after each session and had to be requested again each time. If there were network problems or errors in the public-key infrastructure, it was not possible to download a certificate, and the affected people could not log on using single sign-on.

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The key to increased productivity

Thanks to SAP NetWeaver Single Sign-On, a continuous connection to the data center is no longer necessary. Employees can access all their applications easily and at any time after the initial logon. The new software then extends the validity of the certificates automatically – provided the user has the appropriate authorization.

The architecture works reliably. The entire process is securely encrypted and completed in fractions of a second. "This is particularly important because a single logon is now a prerequisite for many of our central solutions," explains Michael Reiser, service architect at SAP Global IT. SAP employees are more productive as a result and rarely have to contact the help desk. Regardless of whether an employee is using a Windows laptop, a Macintosh computer, or even an iPhone, all devices use the same central access point and can be seamlessly integrated.

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Single sign-on for every situation

"The software runs smoothly and invisibly in the background, which means that it has been standard software for our employees for some time," says Reiser. The advantages of the new SSO solution for the help desk are clear. "We used to receive around 950 tickets a month just about forgotten passwords. Today we receive only around 240." This saves time as well as money: according to industry data, the cost of a single help desk ticket is approximately US$25.

The benefits of this innovative solution can also be applied in different locations. Thanks to the certificates, business partners can access SAP's integrated operational processes securely. Browser-based applications have also been integrated into the SSO solution – including the central SAP Corporate Portal. "We have significantly enhanced the functions and structure of the SSO solution to support the number of users," says Reiser.

KEY BENEFITS

75%
Fewer calls to the help desk

3
Months for rollout

80,000
Client computers upgraded

"We have been able to integrate the solution into a total of 80,000 computers within three months, delivering greater value to our employees."

Michael Reiser, Service Architect, SAP Global IT

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Resolution

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Continuously mitigating security risks

SAP will continue to use its own technology to increase workforce productivity and satisfaction. Further, SAP is committed to employing a centralized single sign-on approach to continuously mitigate security risks.

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