



VIBRACOUSTIC

AUTOMATIC, SYSTEMATIC IDENTITY AND ACCESS MANAGEMENT WITH SAP® SOFTWARE

QUICK FACTS

Company

- Name: Vibracoustic GmbH & Co. KG
- Location: Weinheim, Germany
- Industry: Automotive
- Products and services: Development and production of vibration control solutions for motor vehicles
- Revenue: €503 million
- Employees: 2,500
- Web site: www.vibracoustic.com
- Implementation partners: SAP® Consulting, Freudenberg IT, Acando GmbH

Challenges and Opportunities

- Improve efficiency of internal access management
- Reduce time-consuming, paper-based tasks and unpredictable processing times
- Make allocation of user rights and privileges more transparent
- Clearly define internal roles and responsibilities
- Minimize security risks and enhance fraud prevention

Objectives

- Automate access management
- Streamline access request and approval workflows
- Increase visibility into the entire authorization procedure for all stakeholders, including auditors

SAP Solutions and Services

- SAP BusinessObjects™ Access Control application
- SAP BusinessObjects governance, risk, and compliance solutions

- SAP NetWeaver® Identity Management component
- SAP Consulting

Implementation Highlights

- Completed complex, innovative project on new schedule following a revised approach
- Required cleansing vast volumes of master data before implementation of related functionality

Why SAP

- Fulfillment of Vibracoustic's specific requirements in terms of access management functionality
- Firm commitment to introducing standard SAP software wherever possible

Benefits

- Rapid ROI
- More efficient authorization procedures, helping minimize security hazards
- Streamlined access request and approval workflows, increasing employee productivity
- Interface for access management
- Standardized, consistent documentation of user rights and privileges

Existing Environment

Heterogeneous environment including SAP software

Third-Party Integration

- Database: Oracle
- Hardware: IBM
- Operating system: IBM AIX

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Reinhard Falke, Director of Business Processes and IT, Vibracoustic GmbH & Co. KG



Vibracoustic GmbH & Co. KG, based in Weinheim, Germany, is a global supplier to the automotive industry. To keep business running at its 5 development centers and 32 locations worldwide, Vibracoustic must clearly define internal roles and responsibilities.

It is essential that employees have rapid access to the applications and resources they need. Several years ago, its authorization procedures were in urgent need of a revision. That's why the company decided to introduce the SAP® BusinessObjects™ Access Control application and SAP NetWeaver® Identity Management component. This cutting-edge SAP software helped accelerate processing times for access requests, improve data security, and generate cost savings.

Founded in 2001, Vibracoustic has been wholly owned by the Freudenberg Group since 2005. The automotive supplier specializes in the development and production of innovative vibration control solutions for passenger cars and commercial vehicles. Its products are used by all leading automobile manufacturers worldwide. A long-standing SAP customer, Vibracoustic employs around 2,500 people and generated revenues of €503 million in 2007.

A New Approach to Access Management

Managing employee authorizations used to be a real headache for Vibracoustic. Access request and approval procedures were largely paper based and extremely time-consuming. What's more, processing times were unpredictable. This meant staff members often had to wait a long time before they could call up the functionality they needed for their work – ultimately running up employee help desk costs.

Improving access management was in the interest of the company as well as of the end users. Vibracoustic had to ensure that staff members had access to the functionality they needed for day-to-day tasks. But, at the same time, it didn't want information falling into the wrong hands. Reinhard Falke, Director of Business Processes and IT at Vibracoustic, explains, "Our main aim was to make the authorization process more efficient. We wanted to be able to link security problems or other risks directly to a specific individual or department. Previously, authorization was thought to be an IT issue – but in reality it's a business issue."

The company needed to take a completely new approach to access management. "To talk to business managers about risks, you need to present the information in a transparent way that highlights the implications for their specific area of responsibility," continues Falke. "We had to be able to identify clear, tangible, and comprehensible hazards. By doing this, we could also prepare better for audits and increase the hurdles for internal fraud – ultimately increasing efficiency."

No Competition for SAP Software

Having started the discussion about access risk management, Vibracoustic set out to find a solution that would automate and accelerate provisioning, reduce help desk costs, clarify roles and responsibilities, and help ensure accurate documentation of the entire process. "This was completely new territory for us," says Falke. "We didn't have an existing solution for access or risk management. But we did have a clear strategy of implementing software from SAP wherever possible – so they were our first port of call."

In fact, Vibracoustic did not even consider products from other vendors before selecting SAP BusinessObjects Access Control. Part of the portfolio of SAP BusinessObjects governance, risk, and compliance solutions, this state-of-the-art application delivers comprehensive access controls that identify and prevent access and authorization risks.



“Thanks to SAP BusinessObjects Access Control and SAP NetWeaver Identity Management, we have standardized, concise, and consistent documentation of who has what rights and when they were assigned. And that gives us greater peace of mind.”

Reinhard Falke, Director of Business Processes and IT, Vibracoustic GmbH & Co. KG

This, in turn, helps prevent fraud and reduces the cost of ongoing compliance control. “SAP BusinessObjects Access Control offered the exact functionality we needed,” underlines Falke. “It enables all stakeholders – including line managers, auditors, and IT security managers – to oversee the correct allocation of roles and responsibilities and user access and privileges.”

Enterprise-Wide Identity Management

Not long after deciding to implement SAP BusinessObjects Access Control, Vibracoustic was ready to deal with another challenge. “We have around 30 systems, some of them hooked up

This cutting-edge component enables IT organizations to identify individuals working in systems and control their access to resources by associating them with user rights and restrictions. And that’s not all. “We were mainly attracted to SAP NetWeaver Identity Management because it offers the opportunity to organize and document all user rights and privileges via a single interface,” says Falke.

No Plug-and-Play Scenario

Vibracoustic began implementing SAP NetWeaver Identity Management in 2008. It teamed up with Freudenberg IT, its strategic consulting partner, and consultancy firm Acando GmbH for the

Falke also cites the project’s innovativeness and complexity as the cause of initial growing pains: “This was no plug-and-play scenario – it required efficient, thorough preparation. The run-up to the project was particularly time-consuming and involved cleansing authorization data. It took us a while to get everything running smoothly. But by the later stages of the initiative, we had the high-quality project management and communications we needed – not to mention product-specific knowledge.”

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to our SAP software – and managing and documenting access rights for all these systems was hard work,” explains Falke. “We started looking for a solution that would enable us to administer authorization across our entire landscape, including non-SAP applications.”

The automotive supplier did not need to look far. It opted directly for SAP NetWeaver Identity Management.

project. SAP Consulting was brought on board at a later point to provide integration-specific expertise. “SAP NetWeaver Identity Management was relatively new to the market when the project kicked off,” explains Falke. “What’s more, we were one of the first companies to introduce it in combination with SAP BusinessObjects Access Control – and the integration process was fairly complex. So we needed first-class specialists in this field.”

“In particular,” Falke continues, “the consulting and development resources provided by SAP proved critical to the success of both projects – especially with the technical integration of SAP BusinessObjects Access Control and SAP NetWeaver Identity Management. When it came to implementing SAP BusinessObjects Access Control, we needed external help to initiate risk identification and authorization cleanup processes quickly – solving previous audit issues ”

User-Friendly Interface for Access Management

Working hand in hand with its implementation partners, Vibracoustic went live with the software in 2009 as per the initial schedule. Thanks to SAP BusinessObjects Access Control, the automotive supplier now benefits from a wide range of functionality – including superuser privilege management and automatic access requests. The application routes requests to the appropriate

person for approval and, once an access request has been authorized, the corresponding user account is automatically updated – all in a single, accelerated process.

What's more, SAP NetWeaver Identity Management enables the company to further enhance security by defining business roles with minimal permissions and providing tightly controlled access to data – across all systems, both SAP and non-SAP. As Falke underlines, integration between SAP NetWeaver Identity Management and SAP BusinessObjects Access Control makes the authorization process extremely user friendly: "In the future we expect the user interface to be increasingly used by staff across all management levels. For example, line managers should soon be able to trigger the approval workflow with relative ease."

Greater Peace of Mind and Rapid ROI

By streamlining the entire authorization process, Vibracoustic can now help ensure that any issues are allocated to the correct individual or department – helping to minimize risks and accelerate problem resolution. "Thanks to SAP BusinessObjects Access Control and SAP NetWeaver Identity Management,

we have standardized, concise, and consistent documentation of who has what rights and when they were assigned," says Falke. "And that gives us greater peace of mind."

The lion's share of Vibracoustic's access and authorization procedures is now automatic and systematic. This frees employees from burdensome manual processes, enables better preparation for audits, and is highly cost-effective. "SAP BusinessObjects Access Control and SAP NetWeaver Identity Management have helped us save vast amounts of money by automating almost the entire authorization process, from access request to approval and documentation," highlights Falke. "In fact, we achieved a return on investment in around a year."

In light of the current climate in the automotive industry, Vibracoustic is not planning any major projects at present. However, Falke sees lots of potential for deploying SAP software in innovative ways. "We are looking at implementing the SAP Environment, Health, and Safety Management application for material compliance. We have a firm commitment to introducing SAP software and will definitely call on the expertise of SAP Consulting next time it's deemed necessary."



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