



Infosys: Treating Governance and Compliance Strategically with SAP® Access Control

Stringent management of user access controls and the segregation of duties are becoming a strategic concern for businesses as regulations multiply and compliance becomes more challenging. To adopt **best practices for governance and risk management**, Infosys, a global IT services company based in India, implemented the SAP® Access Control application.

Executive overview

Company

Infosys Limited

Headquarters

Bangalore, India

Industry

Professional services – IT service provider

Products and Services

Consulting, technology, and outsourcing services

Employees

151,150 (as of March 31, 2012)

Revenue

INR 337.34 billion (US\$6.99 billion) (as of March 31, 2012)

Web Site

www.infosys.com



BUSINESS TRANSFORMATION

The company's top objectives

- Adopt an enterprise-wide view of governance and risk management practices for management and audit teams
- Achieve compliance for segregation-of-duties (SoD) governance and access control management
- Eliminate future SoD violations

The resolution

- Integrated the SAP® Access Control application with the company's SAP ERP application
- Assigned a multidisciplinary project team to perform implementation
- Customized the standard risks and rules set with specific requirements

The key benefits

- Real-time monitoring and assessment facility to control user access and conflicts
- Robust fraud prevention and detection capabilities
- Minimized labor effort required to manage and report on governance and risk

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“The SAP Access Control application provides an enterprise-wide view to efficiently and effectively manage access controls and SoD conflicts in a large-scale company like Infosys.”

Shailesh Agarwal, Associate VP, Finance, Infosys Limited

TOP BENEFITS ACHIEVED

80%

Reduction in time to manage access control

100%

Elimination of SoD violations

1 hour

Preparation to run reports (down from 1 week)

See more metrics ►

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Company objectives

Resolution

Business transformation

Future plans

Pursuing enterprise-wide excellence in corporate governance

Infosys Limited is one of the largest technology services companies in India. As a global leader in strategic business consulting, technology, engineering, and outsourcing services, Infosys helps clients leverage technology to create impactful and measurable commercial results and extract business value from every IT investment.

In its 64 offices and 63 development centers around the world, the firm employs 150,000 people and specializes in defining, designing, and delivering technology-enabled business solutions for Global 2000 companies. Infosys benefits from an SAP® ERP application backbone and from SAP MaxAttention™ support delivered by the SAP Active Global Support (SAP AGS) organization.

With a stated vision to become a globally respected corporation and a mission to build an enterprise prepared for tomorrow, the executive team at Infosys prioritized the need to embrace robust corporate

governance and implement vigorous risk management practices. They viewed compliance with regulatory obligations not as a cost to the business but as something that drives competitive advantage and business performance.

“Business risks and regulatory requirements continue to multiply,” comments Shailesh Agarwal, associate vice president of finance at Infosys. “As these issues become increasingly complex to manage, it was clear that we needed to pursue a systematic and efficient way of handling governance, risk, and compliance across the enterprise. We needed to move from a siloed compliance structure to an integrated and transparent risk and compliance framework. This approach would help us mitigate risk as well as drive value for the business, while minimizing complexity for managers.”



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Controlling business risk with SAP software

As part of Infosys' risk management initiative, the management team endorsed the need for investment in compliance, internal audit, risk management, and corporate governance disciplines. To gain a transparent view of governance, risk, and compliance practices across the entire business, Infosys integrated the SAP Access Control application with the existing SAP ERP application backbone.

A multidisciplinary team was assembled to identify enterprise segregation-of-duties (SoD) risks, including business process owners as well as individuals from enterprise audit, IT, and enterprise risk management. "The team analyzed risks from a number of business units against the end-to-end business processes, the responsibility of users involved in the business operations, and a standard SoD rule set provided by the SAP software," explains Gopalakrishnan Ganesh, vice president and group head of Information Systems at Infosys. "After several rounds of iteration, the team identified enterprise SoD risks and clearly categorized them based on the business impact."

"The team then set about reviewing and revoking access permissions that had not been used for more than six months," continues Ganesh. "We removed unnecessary access before remapping access permission to the area of responsibility."

Through SAP Access Control, the team mapped out governance policies for role management, and SoD risk analysis was performed before roles were released to the test and production environment. This eliminated the ability to create roles that resulted in SoD violations. As part of role harmonization, the team applied a standard naming convention and compliant user provisioning for the technical roles across SAP software.



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World-class corporate governance

With SAP Access Control up and running, Infosys has successfully embedded compliance into its core business processes. The new software has effectively transformed the assignment and governance of user permissions from a manual process using e-mail, spreadsheets, and telephone calls. Now automated and real-time monitoring of access permissions and conflicts in the system allow for early detection of potential risks and proactive prevention of SoD conflicts.

In fact, the organization has reduced the human effort associated with user access provisioning and deprovisioning by 80% and has entirely eliminated SoD violations. "By implementing SAP Access Control across the Infosys landscape, we have reduced the cost of risk and are benefiting from a systematic, organized, and efficient approach to operational compliance," says Acham Naidu, technology solution architect for SAP Security and GRC and IDM expert at Infosys.

KEY BENEFITS

80%

Reduction in time to manage access control

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Preparation to run reports (down from 1 week)



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Integrating more governance, risk, and compliance processes

Effective segregation of duties and access control over key information is a prerequisite for sound corporate governance. As Infosys benefits from sound internal controls with tighter fraud prevention and detection across SAP applications, the company is planning to extend this robust corporate governance across non-SAP applications.

The company is also looking to reinforce its process controls. "We're planning to implement the SAP Process Control application," says Naidu. "This will help us gain better visibility into key business processes and ensure a high level of reliability in financial reporting. In addition, we want to integrate the SAP Risk Management application to give us a risk-adjusted view of enterprise performance. Together these software applications will help us further optimize efficiency, increase effectiveness, and maximize visibility across all risk initiatives."



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