HOW DID A LEADING TELECOMMUNICATIONS COMPANY REDUCE USER PROVISIONING?

OUR CLIENT

Key Facts

Our client offers services to more than 51 million customers in eleven markets in Africa and Latin America.

Leading provider of cable, mobile and high-speed broadband services.

Employs more than 18,000 workers.

ERP System - Oracle E- Business Suite.

Challenges

Segregation of duties: To define a SoD matrix for the organisation, identify and manage violations.

Robust user provisioning: Implement a solution and define a process for access provisioning.

Access control monitoring: To enable access requisitioning and approval via workflow.

Emergency access management: To enable the process to manage Super User access provisioning and logging of actions for audit purposes.

Increase external auditor's reliance on ERP Access Controls Monitoring.

Monitor Transactions.

Results

Reduce User Provisioning time by identifying and eliminating 80% of manual steps.

Created access policies to ensure compliance during user provisioning process.

Lowered ERP Total Cost of Ownership by reducing SoD remediation time and costs by ensuring that all users are assigned only the pre-approved roles.

Improve SoD and Access Controls testing time by providing auditors the access log reports showing all update, review and approve role design changes.

Accelerated ERP Access Approval time by identifying valid SOD conflicts before the roles are assigned to users.