

HOW DID SOUTH AFRICA'S LARGEST FOOD MANUFACTURER MITIGATE RISK IN THE USER PROVISIONING PROCESS IN ORACLE E-BUSINESS SUITE?



Our Client

A South African packaged goods company

The company also has direct and indirect interests in international food businesses in Chile, Zimbabwe, Mozambique, Nigeria, Kenya, and Cameroon

Africa's largest food manufacturing company

Challenges

- Struggling with approx. 5000 erroneous payment requests each week worth \$60 million
- A fragmented home-grown legacy system, manual control checks, and thousands of duplicate erroneous payments
- Segregation of duties: To define an SoD matrix for the organization, 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 superuser access provisioning and logging of actions for audit purposes
- Increase external auditor's reliance on ERP access controls monitoring

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 updates, reviews, and approvals of role design changes

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

Reduction of SoD violations which in turn leads to a reduction to the exposure of fraud risk