

## Case Study



### Common GRC platform for a European pharmaceutical company

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#### Client Background:

The client is a large European pharmaceutical company

## Scope of work:

- Implementation and roll out of two modules of SAP GRC Access controls (RAR and CUP) for 32 countries
- Analysis of Role and User level SOD conflicts, remediation and mitigation of SOD conflicts during the “Clean up” phase of the project to ensure SOD conflicts in existing role and user assignments are addressed
- Implementation of CUP to help with the ongoing SOD management as part of “Stay clean” phase of the project

## Business Challenges

- Bringing all in-scope entities into one common GRC Rule library. Currently various entities are using multiple GRC solutions to meet their compliance needs
- Customizing the GRC Rule library to reflect custom transactions for all in-scope entities
- Bringing uniformity in Mitigation Controls for all in-scope entities

## Infosys Solution

- Team of highly qualified business and technical consultants were identified. Business consultants visited all locations to discuss, explain and customize the rulesets for entities
- Technical consultants operated on Infosys GDM to bring in cost efficiency
- Implementation and roll out for pilot entities to identify challenges and customize the solution to best fit the practical needs of client
- Bridged the gap between business users and SAP by being part of SOD analysis and Role remediation
- Solution ensured 100% SOD conflicts remediation or mitigation as part of ‘Clean up’ phase and then entities were moved to ‘Stay clean’ phase
- Adopted a top down risk based approach to clean up roles to achieve quick wins and to reduce the amount of time spent on granular analysis
- Transactional usage were analyzed to remove transactions that were causing conflicts but were not used in the day to day operations by users
- Finalized mitigation controls definition ensuring uniformity in mitigation process across all in-scope entities
- CUP workflows were standardized across entities to the maximum extent possible
- Crystal Reports and Data Mart were used to build user friendly custom reports to meet the needs of business users

## Client Benefits

- Achieved the overall objective of bringing all in-scope entities into one common GRC platform
- Most of the entities were not considering custom transactions as part of the existing rulesets. The new solution ensured rulesets are complete by including custom transactions



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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