Dalkia Wastenergy | Energy

Dalkia Wastenergy Modernizes their Access Controls and Reduces GDPR and SoD Risks

Company Overview

Dalkia Wastenergy, a subsidiary of Dalkia, part of EDF Group, specializes in the transformation of waste into materials and energy. The company designs, constructs and operates more than 37 plants across four countries that offer a range of waste recovery solutions that can be adapted to local authorities, departmental and municipal associations and their territories.

SAP® Landscape Background

Founded in 1922, Dalkia Wastenergy, a subsidiary of Dalkia, part of EDF Group, specializes in the transformation of waste into materials and energy. The company operates 37 sites across France, Great Britain, and Canada offering a variety of renewable energy, biogas, composting, and recycling services. Like all enterprises, Dalkia Wastenergy needs to take operational measures to comply with new regulations and standards and eliminate or mitigate its operational risks across its technology infrastructure, people, and processes. Among its most critical IT assets is SAP, which has been used for more than 20 years to manage back-office and operational processes for the company.

Changes Bring Challenges

As a dynamic company growing through additional locations and new corporate ownership, Dalkia Wastenergy faced constant compliance challenges related to its distributed and constantly transforming organizational structure. While the company was committed to SAP, its control framework and process roadmap was static, centralized and did not reflect the massive changes to the organization over the years. In addition, there was widely varying knowledge levels and expertise related to SAP security within the company.

After defining the project scope and roadmap, Dalkia Wastenergy worked with Harmonie Technologie – an independent consulting firm and partner to some of the largest French companies in the fields of risk management and cyber security – to completely redesign and modernize access rights to its SAP system to reflect its new business structure and risk profile. The primary objectives were to define new SAP roles and align them with business needs, all while ensuring proper segregation of duties and administering access controls.

Flexible Compliance Automation Solution

Dalkia Wastenergy retained Harmonie Technologie to assist them throughout the project lifecycle, from an initial scoping study and vendor selection to the final implementation of the project – addressing more than 400 SAP users in France across 17 plants in multiple countries. After a thorough review of various solutions, Dalkia Wastenergy selected NTT's ControlPanelGRC® based on its robust functionality, simple installation, and ease of use.

ControlPanelGRC® is a powerful, flexible, and easy to implement governance, risk management and compliance (GRC) platform. The solution saves users time and money by automating compliance and auditing tasks. With ControlPanelGRC, Harmonie defined and adapted new roles to three sizes of plants – small, medium and large – and closely worked with key users who became role owners and are accountable for their specific locations. Harmonie also contacted local managers and worked closely with them to create confidence, communicate on the new policy and processes. This ultimately made onboarding seamless.

> "After an initial scoping study in 2017, we met our goal to go live in July 2018. All the roles were redesigned and documented, and all risks were eliminated or mitigated with the appropriate course of action."
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> **Veronique Chamard,** Head of IT, Dalkia Wastenergy

Built With Security and Flexibility In Mind

Dalkia Wastenergy is a great example of the importance of ensuring roles, access controls, and segregation of duties are updated and aligned with the business. Especially as it evolves and changes over time to ensure data is secured. The challenge has always been that most GRC solutions are complicated, expensive and take a long time to implement. This leaves many customers adverse to trying to change them.

It's also critical to design an internal control framework based on SoD that is adapted to the specific needs of each organization. Dalkia Wastenergy's key SAP users are centralized at headquarters while operations teams are distributed at local plants. Therefore, it was critical to not only augment their security and efficiency in identifying SoD risks and solving them, but also automate and secure the creation and modification of new roles across locations, including composites, derivatives and parents.

Dalkia Wastenergy also implemented additional ControlPanelGRC functionality, including the Emergency Access Manager (EAM) for giving emergency access to pre-approved users and User and RoleManager for securing and automating user provisioning. For the EAM project, Dalkia Wastenergy targeted 20 "emergency" users with pre-approved access across key roles in finance, sales, and IT. This enabled the company to eliminate broad usage of "SAP_ALL" super user access and mitigate SoD risks in their production systems.

With ControlPanelGRC, you can ensure you're Always Audit Ready™. Rest easy knowing your system is being managed according to industry standards, SAP best practices, and the recommendations of auditors around the world. Reach out to our experts today to learn more and see how we can help drive greater security and efficiency in your organization.

How ControlPanelGRC Works

Access Control Suite

Control who accesses SAP software and when, and manage segregation of duties (SoD) compliance. The Access Control Suite provides intelligent management of SAP user access, so you can quickly and easily:

- Streamline access controls
- Remediate SoD conflicts
- Help prevent excessive access
- Achieve continuous compliance reporting

Process Control Suite

Remediate issues with key SAP business processes in real time and reduce the time and effort you spend preparing for audits. The Process Control Suite enables you to:

- Track SAP-based procure to pay transactions
- Identify exceptions to business rules
- Continuously monitor controls in your SAP order to cash process
- Automate execution, delivery and validation tracking of SAP audit reports

Security Acceleration Suite

Automate routing SAP security processing. A suite of robust productivity tools for SAP security administrators, the Security Acceleration Suite provides expert tools to:

- Accelerate security troubleshooting and testing processes
- Provide password self-service and synchronization
- Perform mass changes to users and roles while maintaining version management

Basis Controls Suite

Prevent SAP technical issues from falling through the cracks. With Basis Controls Suite, you gain intelligent management of your SAP technical operations. It enables you to:

- Automate SAP change requests
- Manage batch jobs more effectively
- Streamline SLA reporting
- Eliminate repetitive daily tasks

Access Controls

Process Controls

Security Acceleration

Basis Controls

About the Managed Services division of NTT, Americas

The Managed Services division of NTT, Americas (formerly Secure-24) is an SAP-certified cloud and infrastructure, hosting, and SAP HANA operations services provider, a Microsoft Expert MSP and Gold Partner, with an SAP on Microsoft Azure Advanced Specialization, an SAP and Gov Cloud Competency Partner, an Amazon Web Services Consulting Partner, a Google Cloud Partner, and an Oracle Partner managing Oracle E-Business Suite, PeopleSoft, JD Edwards, and Hyperion applications across all industries for businesses of every size.

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