



# Compliance Now



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## Privileged Access Management

### 24/7 self service access for emergency handling

Privileged Access Management enables SAP users to get privileged access to the SAP system in emergency cases in a controlled environment. Privileged Access Management monitors privileged access users' usage, document the planned and executed activities, traces all activities and changes made during the emergency handling process.

**SAP®** Certified  
Integration with SAP S/4HANA®

## What is the challenge with privileged access?

In an emergency situation there are no users with sufficient access rights available. If no process is established for handling emergencies this can lead to delays in resolving the emergency and an undocumented process. It is often experienced that if no process is established the critical access provided to support the situation is not removed after closure of the issue. Such can lead to extensive access to SAP for a long and uncontrolled period, assigned to expert personnel. In an unestablished process audit logging is often insufficient or nonexistent which is a key area for external audits. Finally, a nonexistent process can support undesirable behavior.

## Manual handling of privileged access

The manual process can also be cumbersome and slow and lead to a lack of documentation. One of the reasons is that the manual process often depends on the availability of specific employees in the organization to assign and/or participate in the emergency handling.

## Preapproved access to emergency handling

In Privileged Access Management, a specific group of people are selected to work with privileged access. This privileged access is granted through the Privileged Access Management tool. Instead of waiting for approval to start the resolution process, Privileged Access Management allows the preapproved group of people to sign on directly with privileged access. Every time a privileged user is logged on, the PAM process owner is notified.

## Control Intelligence

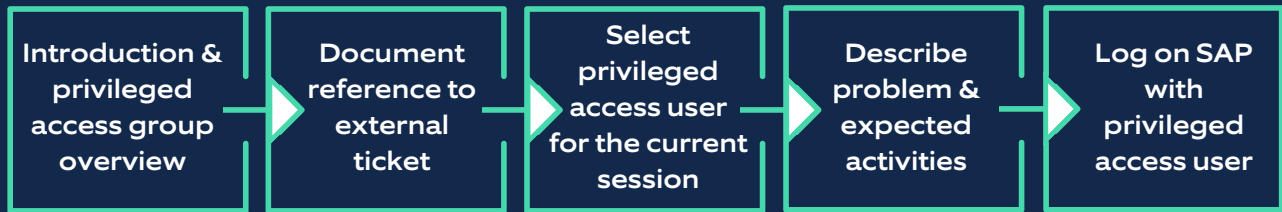
When the Privileged Access Management tool is started, the first steps will require the user to describe the external ticket being used, which type of privileged access user is needed for this work, which activities are expected to be performed, and whether there will be changes to the SAP system. When closing the privileged access session, the user will be prompted to review and update the purpose and activities according to the actual activities performed. Now, the privileged access session is ready for audit.

## Audit of privileged access

When Privileged Access Management is used, all activities performed by the privileged access user are logged by various standard SAP features. Auditing in Privileged Access Management occurs in a centralized cockpit, joining the various SAP logs for easy access. This includes the documentation added by the users.

## PAM session overview

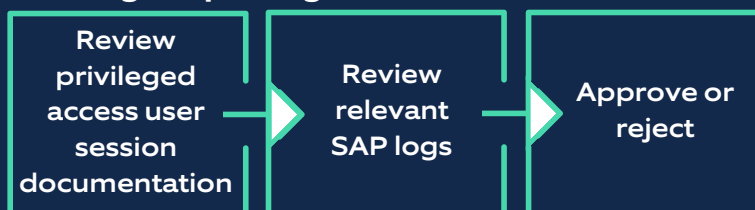
### Starting an privileged access user session:



### Closing the privileged access user session:



### Auditing the privileged access user session:



## How can a tool-based privileged access process enable your business?

Typically, a privileged access situation impacts business continuity, either on a small or large scale. It is, therefore, imperative to enable the incident to be handled as smoothly and efficiently as possible. Some key points are:

- Fast & effective case handling will minimize business interruption
- The cost of emergency handling is significantly lower due to optimized processes
- Consistent documentation level strengthens compliance and supports auditing
- Elimination of major risk through use of unauthorized critical access in productive systems
- Minimizes involvement of User Administration, Management and System Administration
- Self-service privileged access management will improve the satisfaction throughout the business





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ComplianceNow is a toolbox of products for optimizing and streamlining SAP compliance processes. The product Suite includes components supporting areas such as internal control, segregation of duties, and compliance analytics. The objectives for the present six different components are to innovate, simplify, and offer our customers SAP-Certified products delivering a low TCO.

ComplianceNow has a wide customer base, including all industry segments, and has performed more than 200 installations world-wide. ComplianceNow can be implemented as the CN Suite or be implemented individually. Implementation of a single component is estimated at 2-3 days and, for the entire CN Suite, at less than 10 days.

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