



GALDERMA

CUTTING USER ACCOUNT CREATION TIME FROM SEVERAL DAYS TO A FEW HOURS

QUICK FACTS

Company

- Name: Galderma
- Location: Lausanne, Switzerland
- Industry: Life sciences – pharmaceuticals
- Products and services: Dermatology products
- Revenue: €978 million
- Employees: 3,100
- Web site: www.galderma.com
- Implementation partner: Logica Business Consulting plc

Challenges and Opportunities

- Prevent unauthorized access to third-party and SAP® applications enterprise-wide
- Enforce compliance with corporate regulations governing information security

Objectives

- Provide secure, streamlined application access that meets the changing hire-to-retain needs and job functions of users
- Audit identity management processes to ensure that they continue to protect the integrity of corporate data assets

SAP Solutions and Services

SAP NetWeaver® Identity Management component

Implementation Highlights

- Expertise from implementation partner Logica Business Consulting
- Implementation in 2 months

Why SAP

- Ability to consolidate employee identity data from multiple systems running SAP and non-SAP applications in the future
- Flexibility to meet all current and future user needs
- Role-based access and self-service functionality for employees
- Integration with the SAP NetWeaver Portal component

Benefits

- Reduction in user account creation, modification, and termination time from several working days to a few hours
- Efficiency improvements for users and IT teams
- Insight into the effectiveness of security and compliance policies
- Reduction in high administration overhead for identity and access management

Existing Environment

- SAP ERP Human Capital Management solution
- SAP NetWeaver Portal
- Microsoft Active Directory

“SAP NetWeaver Identity Management provides us with a single, centralized solution for lifetime system access management that meets the needs of our employees in 31 countries.”

Bénédicte Mombereau,
SAP Project Leader, Galderma



Lausanne, Switzerland-based dermatology company Galderma, with 3,100 employees in 31 countries, has increased staff productivity and cut administration costs by centralizing and automating secure, hire-to-retire access provisioning to the business-critical HR applications using the SAP NetWeaver® Identity Management component. Employees in the 31 countries in which Galderma operates use the identity management software to gain rapid, one-stop, role-based access to the applications they need to complete their HR processes. Ease of administration and user self-service have transformed a partially manual, resource-intensive process that used to take several days. Typical lead time for setting up new starters or modifying existing user-access privileges is now reduced to a few hours in a synchronized, end-to-end automated process without the need for manual intervention.

“We wanted to streamline lifetime user access management across our entire HR business landscape, replace multiple user names and passwords with single sign-on linked to SAP NetWeaver Portal, and build in scalability and advanced functionality to handle our growing and changing business requirements,” says Bénédicte Mombereau, SAP project leader at Galderma. “At the same time we needed to protect the integrity of critical information assets by enforcing compliance with our stringent corporate data protection guidelines.”

Uninterrupted, Secure, Role-Based Access

Created in 1981 as a joint venture between Nestlé and L'Oréal, Galderma provides dermatologists and physicians

around the world with a full range of products for major skin conditions ranging from acne, psoriasis, and rosacea to pigmentary disorders and skin cancer. Sustained growth and the resulting increase in employee numbers meant that Galderma's paper- and e-mail-based setup, modification, and termination processes for granting and deprovisioning user access rights to data could no longer adequately handle its needs. Coordination between the HR team and the company's administrators for SAP® applications and Microsoft Active Directory was required to create, update, or terminate a user account in the HR portal. Without this coordination, Galderma was unable to give employees single sign-on access to its HR systems and Web content via the SAP NetWeaver Portal component.

To speed up provisioning, Galderma commonly assigned access rights to groups of employees rather than individuals. However, it was key for the company to be able to track and audit its access policies easily to identify and report potential violations quickly in a dynamic business environment.

Compliant, Business-Driven Identity Management

Galderma wanted an identity management solution that could provide a trusted source of HR user information and automate access authorizations with near-future workflow technology. SAP NetWeaver Identity Management has the flexibility to allow Galderma to define different rules according to the roles of each HR user. It would enable the company to assign responsibility for authorization to the appropriate business process owners or employee managers in line with corporate guidelines that are integrated with the SAP ERP Human Capital Management (SAP ERP HCM) solution. Galderma also chose SAP NetWeaver Identity Management for its ability to consolidate employee identity data from different source solutions, such as SAP ERP HCM, and distribute it to multiple target systems automatically.

“SAP NetWeaver Identity Management offered us an integrated, business-driven, and compliant identity management solution on a standards-based technology platform. It was the best fit for our needs,” says Bénédicte Mombereau. “Deep integration with our SAP environment and the connectivity with SAP ERP HCM



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Philippe Carpentier, Consulting Senior Manager, Logica Business Consulting plc

provide automated event-driven provisioning based on each person’s job function and the employee details held in our human resources database.”

Innovation and Expertise from Logica Business Consulting

The implementation was carried out by SAP global partner Logica Business Consulting plc, a leading IT and business services company. Chosen for its market leadership and success in transforming the businesses of other pharmaceutical companies, Logica Business Consulting managed the project end to end and achieved a timely transition to live operations in only two months.

“Logica Business Consulting understood our business and worked with

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Bénédicte Mombereau, SAP Project Leader, Galderma

corporate stakeholders to capture all global HR needs coming from different divisions and global regions,” says Bénédicte Mombereau. “The expertise of the Logica Business Consulting consultants and their commitment to our success enabled us to implement a solution that integrates with business processes and meets the varying lifetime access requirements of our employees.”

“The flexibility of SAP NetWeaver Identity Management greatly simplifies implementation without the need for specific development effort,” adds Benjamin Gourdon, an implementation expert consultant at Logica Business Consulting.

Automated, Auditable, Position-Based Access

Galderma’s employees now enjoy single sign-on access through SAP NetWeaver Portal to the HR applications they need at their desktop. HR business application controls are now both consistent and compliant across the company’s HR IT environment. Self-service functionality allows users to manage performance and compensation processes such as annual achievement

appraisal without recourse to the human resources team. In the short term, the company plans to add personal details and time management processes. Self-service has also reduced calls to Galderma’s HR help desk and enabled support staff to be redeployed to value-generating activities. “SAP NetWeaver Identity Management improves efficiency for both HR users and IT professionals,”

says Bénédicte Mombereau. “It significantly reduces the cost of managing staff entitlements to access and shortens the time it takes for users to become productive.”

The advanced auditing and reporting options in SAP NetWeaver Identity Management provide Galderma with a consistent view on current and historic access rights, approvals, and policy violations. The intelligence extracted can be exported to Microsoft Excel and other reporting formats used by Galderma to give the company greater insight into the effectiveness of its security and compliance policies.

“SAP NetWeaver Identity Management has consistently matched Galderma’s expectations for streamlined and compliant identity and access management that meets all the company’s requirements while reducing overheads,” says Philippe Carpentier, consulting senior manager at Logica Business Consulting.

Streamlined Access Without Compromising Security

“SAP NetWeaver Identity Management delivers all the functionality we need for securing our HR data and systems enterprise-wide while giving users uninterrupted access across a complex technology environment through consistent, timely provisioning,” concludes Bénédicte Mombereau. “We anticipate a significant and rapid return on our investment.”



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