

Project Report

T-Systems standardizes ordering process and lowers costs

Secure and optimal process handling with an identity and access management solution

Since 2009 T-Systems employees in Germany have had the ability to order application access online via a front-end-web user management tool based on syscovery SavvySuite. The newly implemented standard software makes the internal ordering process transparent and helps ensure compliance with identity and access management security rules while reducing costs.

In early 2007, T-Systems was faced with the challenge of finding a standard solution for its extensive ordering and administration processes for application access. In a company of this size, distributing applications is naturally highly complex. As a result of new security policies, the company was looking for a solution that would not only guarantee data privacy and SOX-compliant ordering processes but also standardize the entire process landscape for

application access, allow time and expense tracking by cost center and help make license management costs transparent. The syscovery SavvySuite – a standard software for system and service management – meets these requirements.

Today, optimized and in many cases automated ordering processes are helping the company meet rising demand. Approval requests are no longer manually processed but are received by the authorizing party as part of an automated workflow. Once the request is reviewed and approval is granted, further processing also takes place automatically. The requesting staff member can track the status of the approval process at all times. User satisfaction with the now faster and more transparent ordering process has increased significantly.

The company at a glance

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Client	T-Systems International GmbH
Industry	Information and communications technology
Headquarters	Frankfurt am Main, Germany
Sales (2011)	EUR 9.2 billion
Employees	approx. 47,600

www.t-systems.de

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Alexander Kühnemann · Project Manager in charge at T-Systems International GmbH

With syscovery SavvySuite, application ordering processes are transparent, faster and traceable over the long-term. If any employee needs access to an application, he or she can order access from a personalized catalog via the company intranet. This initiates an automated approval process based on the hierarchical, organizational and approval structures in place at T-Systems.

After approval, an order is issued to the internal IT team, where the ordered application access is prepared and granted. Employees are continuously notified of the status of their orders and can cancel or modify their orders if necessary.

The syscovery SavvySuite also functions simultaneously as an asset management solution. Access to applications is recorded and assigned to a cost center. The integrated business intelligence solution informs decision-makers of all pending order processes as well as the applications used. The system also allows categorization, such as by cost center or business process, thus providing a better overview of the decision-making process.

The new solution fulfills SOX and information privacy requirements. Only authorized information managers may issue specific access rights. All employees must clearly identify themselves via the access authorization system in order to use the rights granted to them. The rights assignment process is regularly reviewed and ensures that only authorized personnel are granted access. Rights are revoked from any unauthorized or inactive users. Previously, if applications were no longer used or if an employee left the company, access had to be removed manually. This now occurs automatically.

By issuing accounts on an as-needed basis only, the company is able to reduce the overall demand for applications and thus its costs. In fact, the company was able to delete thousands of unnecessary access rights from the start while applications were being incorporated into the new system. Reductions of up to 63 % were made, depending on the application. Regular reviews of existing access rights also allow ongoing cost reductions.

With the wide range of functionalities offered by the syscovery SavvySuite, T-Systems has been able to implement a user-friendly tool. »By implementing syscovery SavvySuite at T-Systems, we are not only able to ensure compliance with information privacy policies and requirements, we can also create a basis for efficient license cost allocation,« explains Alexander Kühnemann, the project manager in charge of the project at T-Systems.

Currently, T-Systems employees in Germany can order up to 77 applications. A total of 120,000 accounts are expected to be established. More than 5,000 supervisors and 50 so-called »expert approvers« can review and approve access rights in the workflow. An average of 400 transactions are handled every week. An enormous task, but no problem thanks to the new solution.

From a technical perspective, syscovery SavvySuite serves as an interface between various human resources systems, the user management system and the process for granting access to new applications. The »Who Is Who« identity management tool at T-Systems provides all necessary master data, including responsibilities, in a quality-assured fashion via an interface. The syscovery SavvySuite-based user management system checks existing rights to appli-

cations, allowing all applications linked to a particular identity to be queried. The two tools come into play in processing and approving access orders. In the future, approved orders will be forwarded directly to the provisioning tool, which will initiate technical implementation at the database level via standard connectors.

One of the most important criteria in selecting syscovery SavvySuite was the manufacturer's experience with other large corporations. The syscovery SavvySuite is a standard software that can be adapted to the specific needs of corporations thanks to its agile development method and modular structure. In addition to the Core Engine (the central structure and control module of the syscovery SavvySuite), the Service Request Management, Catalog Management and Entitlement Management modules were also integrated. syscovery SavvySuite offers additional modules to make system and service management even easier.

The syscovery SavvySuite

The syscovery SavvySuite is an IT business management and governance software that makes IT processes not only possible but simple and secure by closing the gaps between business and IT requirements. Being savvy means having practical understanding and common sense. The syscovery SavvySuite thus incorporates cutting-edge processes and experience in tracking lifecycles within the IT system.

The syscovery SavvySuite helps your company maximize its potential in efficiency and quality improvement and cost optimization while significantly increasing customer satisfaction and reliability. The modular structure of the syscovery SavvySuite lets you optimally adapt the scope of the system to your individual needs and incorporate it throughout your existing system landscape.

As a web-based application, the syscovery SavvySuite acts as a central portal for employee interaction within the context of IT services.

With an integrated identity and access management process, the syscovery SavvySuite lets you handle your processes efficiently, transparently and securely from start to finish.



If you have any questions, we are looking forward to hearing from you – via phone or e-mail. We would gladly take the time to provide answers and support.



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