

## Global Risk Management Solutions

### Enterprise Application & Control Services

**Controlling risk in an open world – Bring the world through your front door safely with controls at the enterprise level**

*Are your valuable Enterprise Resource Planning (ERP) or other core system linked to the Internet?*

*Could the security of these systems be compromised?*

*Do you need effective processing controls to govern the validity, completeness, accuracy and timeliness of transaction processing?*

*Do you need to manage the risks of implementing an ERP system by using the automated controls built into the ERP system?*

*If so, you may need **Enterprise Application & Control Services***



You're accustomed to high levels of security in back-office enterprise systems. When you implement or enhance your Enterprise Resource Planning or other core system, you expect to put security at every point of entry. And you know where the users are. Most of them sit within your walls, communicating through networks you've already established.

The Internet, however, has opened an entirely new channel for commerce. One that comes with immense freedom and the hazards that go with it. Suppliers, customers, employees and other interested parties now move freely into and out of your enterprise systems. With new portal solutions emerging daily, outsiders can interact with your most prized resources. All of which creates powerful new extensions to your internal operations. But it means information security and business process controls must be at the heart of everything you do.

PricewaterhouseCoopers' Enterprise Application and Control Services offer application security and business process control services to support the workforce

productivity, supply chain management and customer relationship management initiatives of our clients.

Extending business processes to the front office means significant organisational, process and technological change, as well as risk that must be managed. Our consultants are seasoned professionals in business process and risk management. When combined with our proven methodology, innovative tools and project accelerators, the experience they possess reduces the risk associated with the implementation of application security and business process controls at the enterprise level.

#### **Balancing risk with opportunity demands finesse**

Achieving the perfect level of control is as much art as science. At PricewaterhouseCoopers, we work with you to mitigate risk, balancing application security against the opportunities afforded by new business methods. When it comes to control, we help find the harmony that lets you safely reach new business heights.

Our consultants are well trained and deeply skilled in enterprise application control (SAP R/3, J.D. Edwards OneWorld Xe, Oracle, etc.). The Enterprise Application and Control Services (EACS) staff use specialist tools and have extensive experience providing:

- Application security services;
- Workforce productivity and back-office control services;
- Supply chain management control services; and
- Customer relationship management control services.

#### **Security services tailored to meet front and back-office requirements**

PricewaterhouseCoopers believes in fitting the solution to the customer, not the other way around. Your enterprise

system, even if an industry standard application, is unique in terms of its maturity within your company.

For new system implementations or added functionality, such as employee self-service, we offer full implementation services for application-level security. For more mature installations, an assessment of the installation's security design is a level of service many of our clients choose. When it's time for an upgrade, or when a weakness has been identified, we offer extensive redesign services.

#### **Business process control services let you extend access to all stakeholders**

More than ever, self-service solutions are becoming standard, letting companies gain efficiencies and give faster service by extending processes to employees, partners and customers. Appropriate checks and balances go hand-in-hand with such enhanced availability, and they begin with each new business process definition. Our business process control assessment, design and implementation services support all enterprise-wide initiatives.

#### **Tools and technologies accelerate our approach**

PricewaterhouseCoopers has developed an array of tools and technologies to leverage the experience of our practitioners and help expedite application control projects. A few of these tools are highlighted here, and many more are available.

**Risk Management Dynamo** – Supporting the work of our SAP implementation specialists, this tool allows a project team to build the appropriate control structure needed for any implementation, leveraging our robust database of risks and controls. Contained in this extensive library are risks that should be considered in every SAP implementation, as well as configuration tasks and review procedures.

**Automated Controls Evaluator (ACE)** – A sophisticated SAP interrogation tool, ACE helps our professionals evaluate segregation-of-duties conflicts and other risks within an organisation's SAP application. Using samples of your data and this proprietary database tool, our specialists can fully analyse SAP security.

**Segregation Of Duties Analyser (SODA)** – To assist with the complexities of JDE OneWorld and JDE OneWorld Xe security, we have developed a proprietary JDE tool, SODA which is designed to interrogate the security and control parameters in JDE. We utilise the SODA software to identify potential conflicts in the segregation issues that may exist within the system and to assess the adequacy of security settings. SODA is used by our specialists to analyse the JDE security.

#### **PricewaterhouseCoopers ERP Security and Control Accelerators**

An extensive repository of innovative tools, proven accelerators and best practices, to which our global practitioners contribute regularly. This is one way in which we proactively manage our intellectual property and share lessons learned.

**Global Risk Management Solutions (GRMS)**, part of PricewaterhouseCoopers, has over 6,500 professionals worldwide who offer a comprehensive enterprise-wide risk management service. Many of these professionals are specialists with in-depth knowledge and experience in particular industries.

The practice provides six key solutions designed to meet today's management issues. These solutions are Security & Technology, Operational Effectiveness, Audit & Compliance, Risk & Value Management, Sustainability and Behavioural Transformation.

Whether your risks are strategic, financial or operational in nature we work with you to identify and manage complex issues and risks to protect and enhance shareholder value. Our professionals are trained to take an enterprise-wide view of risk, address the full range of business needs from assessment and design to implementation and, where relevant, operation of the solution.

#### **Contact details**

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