

Emergency and Privilege Access Management for SAP® systems

CSI Emergency Request (CSI ER) manages and controls privilege and emergency activities in SAP systems.

The automated emergency procedure mitigates risks and allows for a timely response of the intervention team (IT, business owner, key users, ...), to provide broad access to a SAP system, with evidence logging, monitoring and auditing.

CSI Emergency Request:

- Allows permitted users to request an emergency session through a dedicated user ID, with automated credential creation and communication to the requestor. The privileged user (ID) can trace performed actions, monitor, detect usage, review and audit the emergency sessions.
- Includes emails to inform the emergency request owners.
- Logs all privilege user activities, like standard SAP user activities for the SAP system(s).
- Can be integrated with a ticketing system.

Value proposition of CSI Emergency Request

Efficient (ROI)

- Have proof of performed actions for audit.
- Automate time consuming processes.

Web-based to reduce implementation and maintenance

Effective (Best Practice / Security Improvement)

- Allow flexibility in providing broader access rights when needed, without manual interaction, but still with evidence.

Tuned for business readiness

- Be in control of exceptional situations and know what people are doing.



Features

- Secures the emergency accounts since no passwords are shared.
- Logging is kept outside the SAP system.
- All changes are logged, with old and new value(s) for comparison.
- Full audit trail is available.
- Multi-language support.
- Web-based application





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