



Federated Co-operatives Limited

## OVERVIEW

### Challenge

- Streamline tedious processes
- Reduce paperwork
- Stop IT getting a bad rap

### Q Software Solution

User Admin Manager

### ERP System

JD Edwards EnterpriseOne

### Benefits

- Fast fulfilment of provisioning requests
- Paperwork has been eliminated
- Less pressure on IT
- The Business now owns provisioning
- Better Business/IT relationship
- Much easier to satisfy auditors

*“UAM really helps a lot. Users soon got to grips with it and the more they use it, the more empowered they feel – they love it! Now they’re wondering why other apps can’t do this!”*



## Efficient, auditable User Provisioning: taking the pressure off IT and empowering the Business

### The Problem

When FCL decided to implement JD Edwards, the IT team eagerly grasped the opportunity to streamline key processes.

“With our long history of serving member co-operatives, FCL was a very traditional business,” says Mark Laxdal, Senior Applications Manager JDE. “Some of our processes had been in place for many years, and were often quite tedious, involving a lot of paperwork. We have thousands of employees and we wanted to reduce the amount of paper flying around.”

For example, if users needed access to an IT system, someone had to fill in a form on the mainframe, print it off and get it signed by a manager. Then it would be sent via office mail to the IT group for provisioning. “The process was slow and clunky, and we had to keep masses of paperwork.”

In their new JDE system, FCL moved to Role-based Access Control (RBAC), adopting Q Software’s Security Manager Pro as the most efficient way to manage it.

“This was a huge culture shift for us,” Mark explains. “On the mainframe, users would just request ‘access’ and receive a login for the app server, which gave them access to every application. On JDE, under RBAC, they’d only be granted the roles that they needed to do their jobs.”

“This means that when access is requested, someone has to decide which roles the user needs. We were concerned that IT would get bogged down trying to work out which were the right roles, and which Address Book record to assign them to, when that’s not IT’s responsibility.”

### The Solution

FCL’s implementation partner, ERP-One Consulting, Inc, demonstrated User Admin Manager (UAM), which automates the process of submitting, approving and assigning role requests. “It was exactly what we needed, and we decided to put it in place ready for the go-live, so that we could adopt it as the standard way to provision JDE accounts from the start.”

“The JDE system belongs to the business users, so they need to decide which role their users need. UAM gave us a way to enable the Business to take ownership of user provisioning. They can submit their own requests, using a validated form in JD Edwards, and the request is automatically routed to the designated manager for approval. All we do is provision it once it’s signed off – usually within 35-40 minutes of receiving it, during business hours.”

Before they implemented UAM, Mark’s team worked with the Business to help them understand the roles and decide who should be responsible for approving the different requests. “Once we’d defined the process, set up the approvers, and tested all the different permutations, we haven’t had to change anything – it just works!”

“It really helps a lot. Users soon got to grips with it and the more they use it, the more empowered they feel – they love it! Now they’re wondering why other apps can’t do this!”



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#### **ABOUT FCL**

Based in Western Canada, Federated Co-operatives Limited (FCL) is a wholesaling, manufacturing, marketing and administrative co-operative owned by more than 170 independent retail co-operative associations. These retail co-ops own and operate agro centres, food stores, gas bars/convenience stores and home centres.

Working together, FCL and local retail co-operatives form the Co-operative Retailing System (CRS), which helps build, feed and fuel individuals and communities from Vancouver Island to northwestern Ontario and into the Arctic. FCL is focused on providing long-term sustainable value for its members. [www.fcl.crs](http://www.fcl.crs)

*“...the auditors were very impressed. We could prove every sample they picked, and the fact that we have a fully audited process in place was a big plus.”*

#### **ABOUT Q SOFTWARE:**

Q Software delivers security and compliance solutions for users of JD Edwards EnterpriseOne, JD Edwards World, Oracle E-Business Suite and Oracle ERP Cloud. Our products help customers protect their businesses from fraud whilst significantly reducing the cost, effort, and complexity of managing risk and demonstrating regulatory compliance.

UAM has helped both IT and business users. Mark comments, “I’ve been really impressed with how quickly our system administrator fulfils provisioning requests. At the end of last month, as managers were preparing for new employees starting on the following Monday, users submitted 25 requests in one morning. Dan turned them all around within half an hour.”

“With no paperwork and no delay, it’s so easy for the users. Now they feel that they can take ownership of the process and the timing. They know when new people are arriving, so they can get things ready. They submit the request, and as soon as it gets electronically approved, IT is on it!”

Another big benefit for Mark is the audit trail. UAM keeps a record of all activity with a date and time stamp. “If someone makes a mistake or forgets to submit a request, they can’t point the finger at IT. We can pull up all the evidence of who requested what and when, which stops the blame game right there.”

“It’s really helped us build credibility and trust in the IT group. The perception is no longer that we’re slow and causing delays, but rather that we’re empowering the Business. UAM has helped to improve the working relationship and co-operation between the Business and IT – which is great!”

The FCL team is now going through its first audit since implementing UAM. As it was a completely new process, the auditors asked to see the paperwork and approvals. “When we showed them it was all in the database, they were blown away! Last year they got paper. This year they could create a dump of the whole table and choose whatever they wanted. They were kind of in awe of that!”

“They needed to test that IT weren’t randomly provisioning accounts. When they saw that all activity, including approvals, was logged in the audit trail, right down to the time it took place, the auditors were very impressed. We could prove every sample they picked, and the fact that we have a fully audited process in place was a big plus.”

UAM’s other productivity tools also saved FCL a lot of effort prior to the JDE go-live. For example, their ERP-One consultant says that the grid update facility gives them a much faster way of setting up thousands of users and their roles for a new implementation or security re-design project.

#### **The Results**

- Fast turnaround of provisioning requests
- No more paperwork – everything is in the system
- Less IT workload
- Business users feel empowered
- No more IT blame game
- Better working relationship between Business and IT
- Now it’s easy to produce detailed evidence for auditors

***“User Admin Manager has really helped us build credibility and trust in the IT group. The perception is no longer that we’re slow and causing delays, but rather that we’re empowering the Business – which is great!”***

***Mark Laxdal, Senior Applications Manager JDE, FCL.***



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