Case Study

Ogilvy CommonHealth Worldwide Goes Green With Q Software

OVERVIEW

Challenge

- Achieve a green rating on their SOX audit.
- Improve security and access reporting so that the team could feel confident in the effectiveness of their security.

Q Software Solution

Security Manager Pro, Audit Manager, IR4QS

ERP System

JD Edwards EnterpriseOne

Benefits

- Achieved the desired green rating on the first audit after implementation.
- Can answer the auditor's questions instantaneously and accurately
- Peace of mind
- Components make it much easier to set up and 'tweak' roles.

"It gives me peace of mind to know that everything is accurate and secured as we want it to be, and to be able to see who can access what."

The Problem

Having found SOX audits to be a challenging experience, Mark Werner, VP, Financial Systems at Ogilvy CommonHealth Worldwide (OCH), was determined to do whatever it took to achieve a green rating for their 2017 audit.

OCH is one of three WPP agencies which use JD Edwards EnterpriseOne, along with Sudler and Grey. With around 1,400 users across the 3 agencies, they're on Release 9.1, with plans to upgrade to 9.2 during 2018.

"While we were using the native Security Workbench, we'd never managed to achieve a green rating for our user security," says Mark. "It was always very difficult to answer the questions that the auditors came up with – it was a case of 'can we get back to you on that after lunch?' "

Senior Financial Systems Analyst Becky LaPola was tasked with solving the problem. Becky knew they needed a tool to make security more manageable, with much better reporting capabilities.

"Understanding what people can access in JDE is very complex and the reporting was a real downfall. You're basically putting stuff into Excel and trying to summarize it to work out what it boils down to. But you couldn't be at all confident in the results."

The Solution

Becky had used the Q Software suite at her previous employer, so she knew exactly what they needed: Security Manager Pro and Audit Manager. OCH is also a heavy user of Hubble reporting, so they liked the fact that they could also license IR4QS, and use the familiar toolset to report on security and Segregation of Duties (SoD).

Carrie Curry, Senior Delivery Manager at Q Software, oversaw the Q Software installation and training and she also coordinated the implementation project, which involved people from many different teams, due to OCH's outsourcing policy. Mark reports "I was very impressed with the phenomenal level of service. From start to end, Carrie was a true professional, with a prompt response to anything that came up – we couldn't have asked for anything more."

Mark was also impressed with the Q Software consultant who delivered the training. "As well as giving great guidance on using Q Software tools, he has vast experience of JDE itself, so was able to share some great insights about how we could better use some of the JDE functions in our business."

Becky has now implemented the new roles at OCH, and is in the process of rolling out them out to the second and third agencies.

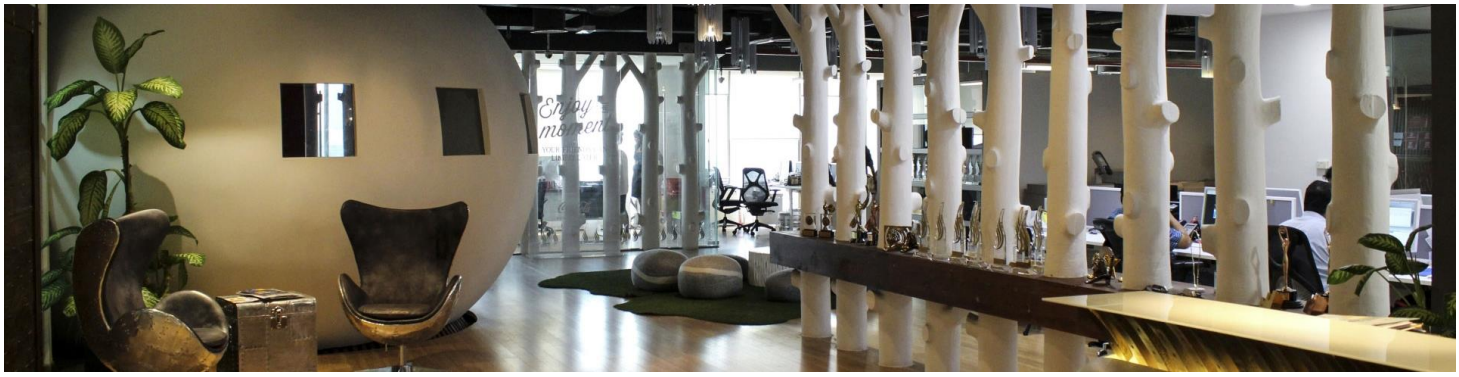
"The green rating for the audit was a big win for the company."

US Headquarters
5889 Greenwood Plaza Blvd, Suite 401
Greenwood Village, CO 80111
Tel: (720) 390 7970

UK & EMEA Headquarters
Connect House, Kingston Road
Leatherhead KT22 7LT United Kingdom
Tel: +44 (0)1372 700850

ORACLE Partner ORACLE Build Partner
Expertise in Validated Integration for Oracle JD Edwards EnterpriseOne
www.qsoftware.com

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.



ABOUT OGILVY COMMONHEALTH WORLDWIDE

A WPP Health & Wellness company, OCH are the health behavior change specialists of Ogilvy & Mather. Their expertise extends across all areas of consumer health and health-related communications – advertising and promotion, brand identity and development, digital marketing, market access, medical education, PR, and strategy and planning – and all platforms of delivery. Their global headquarters are in Parsippany, NJ, with additional hubs in New York, London, Paris and Singapore.
www.ochww.com

"We've found working with the Q Software team to be a true business partnership."

ABOUT Q SOFTWARE:

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

The Results

- They now have clean, meaningful reporting. "People can actually go through it and understand what is behind the roles, so it's much easier for them to sign it off," says Becky.
- They got the green rating for user security on both the internal and external audits. Mark reports "This was a big win for the company."
- They could give instantaneous and accurate answer to every one of the auditor's questions. "Being able to give accurate answers so quickly was a huge advantage for us during the audit," says Mark. "For example, when asked 'Who has the ability to generate checks?' Becky could show them straightaway."
- The Component approach removes a lot of complexity and makes it much easier and quicker to build roles and tweak them when needed. It enabled them to put in place good, clean roles and make sure that any superfluous access was removed.
- Even more important to Becky is the fact that it gives her peace of mind. "It's great to know that everything is accurate and secured as we want it to be, and to be able to see who can access what."
- It is now easier to manage data security, ensuring that the three agencies can keep their data separate and secure.
- Using the Hubble reporting in IR4QS has further streamlined reporting. Mark enthuses "It's got us away from VLookups, Excel spreadsheets, downloading and trying to map this and that – it's a great relief!"

As soon as Becky has finished the roles for the other two agencies, she's planning to set up Segregation of Duties rules and start SoD reporting. She also intends to look at User Admin Manager to enable proactive SoD checks during User Provisioning.

"We've already achieved a lot, but we feel like we're just scratching the surface. With the Q Software suite and Becky driving it, we're going to make even bigger strides, not only using it as an audit tool, but also as a functional operational tool. It helps to prevent us from getting into trouble, but it also equips us to be proactive rather than reactive. That is outstanding."

Mark Werner, VP, Financial Systems, Ogilvy CommonHealth

Q Software

US Headquarters
5889 Greenwood Plaza Blvd, Suite 401
Greenwood Village, CO 80111
Tel: (720) 390 7970

UK & EMEA Headquarters
Connect House, Kingston Road
Leatherhead KT22 7LT United Kingdom
Tel: +44 (0)1372 700850

ORACLE Partner ORACLE Build Partner
Expertise in Validated Integration for Oracle JD Edwards EnterpriseOne
www.qsoftware.com

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.