



# Q Software tools help Trek shift up a gear to strengthen security and SoD controls

## The Challenge

A long-standing JD Edwards user, Trek Bicycle Corporation first deployed Security Manager Pro (SMP) when they were using OneWorld XE and needed help to manage security more efficiently. Since that time, Q Software tools have helped them to address new challenges, as the company, and its use of JD Edwards, has grown and evolved.

When Trek decided to upgrade to JD Edwards EnterpriseOne 9.1, they took the opportunity to redesign their security and implement an efficient, hierarchical, scalable, Roles-based model to support their global operations and business growth. They needed tools to help them achieve this efficiently.

More recently, as the prevalence of fraud has heightened the Board's awareness of the importance of good security and controls, they decided to appoint an internal auditor, and to implement rigorous Segregation of Duties controls to reduce their risk, as well to satisfy their external auditors.

## The Solution

Back in the XE days, Trek found that managing security with the native JD Edwards tools was extremely complex, and demanded a high level of technical expertise, so security for all users across the globe had to be managed centrally by a skilled IT technician in the US. It was also very time-consuming; for example, setting up a new Group could take a whole day.

They chose Q Software's SMP toolset because it provided a more logical approach and a much friendlier security interface. With SMP it only took an hour to add a new group, and ongoing security management effort was reduced by 65-70%. It also meant that staff in regional offices could manage their own day-to-day security changes, reducing the load on the US IT team.

"When we upgraded to 9.1 and needed to restructure our security, SMP was invaluable," says Tom Spoke, Global IT Director at Trek, They wanted a hierarchical model with three levels within each functional area: user, supervisor and manager, with the user's security rolled up to the higher levels, and additional security added as appropriate for the senior levels.

"The Task View Manager (TVM) tools saved us an enormous amount of time and made it much easier to build the new Roles," says Tom. "First of all, we designed the menus to reflect the needs of the different areas of the business, then we used TVM to group them and build security components. We can just add the components to the various roles as appropriate."

It's also much easier to implement security changes. Tom's team use Superfind to see exactly where an application's security is defined and which roles use that application. They can then make the change in the right place, and quickly apply it to all the relevant users.

After the upgrade was completed, Chris Brown, Tom's IT Finance Manager, could turn his attention to helping the new internal auditor deploy Audit Manager to improve their Segregation of Duties (SoD) controls.

*"When we upgraded to 9.1 and restructured our security, SMP was invaluable." Tom Spoke, Global IT Director.*

## OVERVIEW

### Challenge

- To put in place robust controls to satisfy the Board's requirement to protect Trek's assets and reputation by reducing the risk of fraud and data loss.

### Q Software Solutions

Security Manager Pro  
Audit Manager

### ERP System

JD Edwards EnterpriseOne

### Benefits

- Simplifies security management and saves time
- Automated SoD reports deliver the information needed to:
  - identify risks
  - prioritize improvements
  - monitor progress
  - demonstrate progress to the Board and external auditors

*"Without Audit Manager it would be impossible to run SoD reports so frequently – previously, doing it once a year was bad enough!" Tom Spoke, Global IT Director.*



### 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](http://www.qsoftware.com)



## ABOUT TREK BIKES

Headquartered in Waterloo, Wisconsin, and founded in 1975, Trek Bicycle Corporation is a global leader in the design and manufacture of bicycles and related products. Brands include Trek, Electra, Bontrager, BCycle, Trek Factory Racing and DreamBikes. As a highly trusted, family owned business, Trek believes the bicycle can be a simple solution to many of the world's most complex problems, and is committed to breaking down the barriers that prevent people from using bicycles more often for transportation, recreation, and inspiration.

[www.trekbikes.com](http://www.trekbikes.com)

*“The Task View Manager (TVM) tools saved us an enormous amount of time and made it much easier to build the new Roles.”*



## 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 while significantly reducing the cost, effort, and complexity of managing risk and demonstrating regulatory compliance.

Up to that point, Chris had mainly used Audit Manager (AM) to help him prepare for external audits. Trek have identified a core group of critical programs that they need to monitor access to, so Chris used AM to compile that information for the auditors.

With the internal auditor on board, they wanted to shift risk management up a gear. They decided to run AM's SoD reports with the “starter” ruleset to give them a baseline to assess their current risk exposure and prioritize remediation efforts. The exercise helped them to identify some gaps in the original role design, and to tailor the SoD rules to their business, adding their custom programs and removing some applications that they don't use.

It also enabled them to identify situations where their business process prevents them from segregating some tasks, so they could apply and document mitigations to reduce false positives.

As remediation work progresses, they've scheduled the SoD reports to run weekly so that the internal auditor can keep a close check on the controls, and have up-to-date information whenever he looks at it. “Without Audit Manager it would be impossible to run SoD reports so frequently – previously doing it once a year was bad enough!” says Tom.

## The Results

- The effort needed to set-up security has reduced by 80-90%.
- On-going security maintenance workload has reduced by 65-70%
- Day-to-day security changes were delegated to regional staff, freeing up skilled IT technicians.
- During the 9.1 upgrade, the ability to build security from the menus made it much easier and quicker to create their Roles.
- They now have a scalable, efficient Security Model which can easily accommodate new users, applications, sites or structural changes.
- Easy SoD reporting gives the Trek team the information they need to identify areas of risk, prioritize remediation efforts and monitor progress.

*“The output of the Audit Manager reports was key to us delivering a plan to satisfy the Board's fraud prevention objectives. It helped us to identify the main areas of conflict; develop a prioritized remediation plan; scope the project; determine timescales for the resolution of specific issues; and communicate progress to the Board.”*

**Tom Spike, Global IT Director, Trek Bicycle Corporation.**



### 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](http://www.qsoftware.com)