

Effective SAP risk management with managed services

Success Story Linde

Initial situation: Whether internal or external in nature, attacks and threats are an ever-increasing risk. For this reason, Linde decided to take a closer look at the topic of SAP security. An analysis uncovered vulnerabilities in the system configuration – and in authorization management. The primary issue was that the truly critical security incidents were not transparent.

At Linde, the sheer complexity of the SAP landscape meant that a project of this scale would not be possible with internal resources alone.

Project goal: Linde prioritized transparent and, in particular, timely success. To ensure a professional and efficient structure for completely ensuring the security of SAP systems as early as in the project phase, Linde needed support from highly-specialized external SAP security experts. And this specifically because daily business had to continue unhindered in parallel.

“The experience of AKQUINETs security experts supported us immeasurably in redesigning our risk management approach. With regard to the analysis and evaluation of our security events in particular, our team will benefit in the long term as a result of the cooperation.”

KLAUS BRENK,
Head of Monitoring, QA & Governance
Linde Group

Project implementation: During the selection process, Linde knew right away that it wanted AKQUINET's SAST SUITE. In addition, the decision was made to have AKQUINET experts support the development of the best possible automated risk management system under a managed service offer.

The cooperation between AKQUINET security specialists, working remotely, and the team at Linde kicked off directly on the back of the SAST SUITE rollout with the process to harden all SAP systems. This ranged from configurations, cleaning up all RFC interfaces, and gateway hardening down to building an ongoing health check.

At the same time, the best possible authorization management – nearly free of conflicts – was implemented. To achieve this, Linde removed all critical SAP basis authorizations, and replaced them with a new user request and user change workflow based on our recommendations due to the events that had occurred.

The focus of this project was on continual analysis of all incoming security events, classified by their severity and then evaluated and processed further. The analysis effort was massively reduced by applying an intelligent advance filter to the security logs. The major challenges – aside from the scope of the project itself – lay in coordinating the necessary security changes to the SAP systems with the release cycle of the respective applications.

To ensure seamless cooperation, a reliable service level and coordinated reaction times, based on the severity of the security incidents, were agreed. Regular reports provided full transparency to the project team on progress.

✓ At a glance:

- **Redesigned risk management under a managed service solution**
- **Built all around protection for the 15 largest SAP landscapes worldwide with over 20,000 SAP users**
- **System hardening – covering interface reassessment and gateway hardening**
- **Optimization of all critical SAP basis authorization roles**
- **Continuously monitor critical configurations, threats and vulnerabilities**

Project result: “We were able to significantly reduce the probability of critical events thanks to the SAST SUITE,” said Klaus Brenk. “Not only that, the number of inspections necessary was curbed by implementing optimum process automation. This relieves the strain on our SAP team considerably, while improving system security at the same time.”

⊕ Advantages for Linde:

- **Strengthened internal team resources for nine months on an interim basis**
- **Built up long-term expertise in the specialized SAP security area**
- **Reduced critical security events by up to 80 %**
- **Notified by AKQUINET team in case of highly critical events in real time**




THE LINDE GROUP

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