



## Zeppelin Baumaschinen GmbH

Efficient user management in SAP system through standardized workflows and automated processes with Xiting Central Workflows

The software solution Xiting Central Workflows (XCW), newly developed by Xiting AG, enabled Europe's leading sales and service organization in the construction machinery industry, Zeppelin Baumaschinen GmbH, to simplify and automate its business processes, aiming to manage users and authorizations in SAP ABAP systems in an efficient and traceable way.

Structured and standardized approval workflows based on SAP Best Practice have minimized the risk of future system breaks and enabled a greater understanding of role content, role responsibilities and the complexity of SAP authorizations within the departments.



"With the help of the qualified experts from Xiting, we have finally found a quick and easy way to assign our authorization roles by avoiding troublesome system breaks, which includes a documented four-eyes principle and is traceable for the auditors at any time."

**Christian Lindbüchl**  
Head of SAP Security  
Zeppelin GmbH

### AT A GLANCE

#### The company

- Name: Zeppelin Baumaschinen GmbH (founded in 1954)
- Location: Garching near Munich
- Industry: Construction
- Revenue: approx. 1.09 billion euros (2020)
- Employees: 1.737 (2020)
- Internet address: [www.zeppelin-cat.de](http://www.zeppelin-cat.de)
- SAP system: SAP ERP

#### Highlights

- Greater understanding of role content, role responsibilities and the complexity of SAP authorizations within the departments
- Structured and standardized approval workflows in accordance with SAP Best Practice
- Reduction of role assignments via email
- Traceability of the four-eyes principle through clear documentation
- Minimization of potential future system breaks through workflow and corresponding approval (Ticket, email, SAP etc.)

#### Objectives

Given the recent implementation of the SAP system, our customer in the construction machinery industry, Zeppelin Baumaschinen GmbH required an ideal and stable role structure. Therefore, from the outset of our project, it was particularly important to raise awareness of role content, role responsibilities and the complexity of SAP authorizations within its departments.

The main goal of the project was to minimize the high administrative effort associated with the authorization management in the SAP system. This should be carried out with particular attention to the requirement for traceability in the processes of creating users, changing users, changing roles, and assigning roles.

#### Challenges

The new implementation of the SAP-ABAP system landscape has posed significant challenges for Zeppelin Baumaschinen GmbH. Considering the still little experience and the growing know-how of the users in dealing with the company's new SAP system, an essential objective of the project was to create a strong understanding of the complexity of the role content and role responsibilities.

The implementation process of the XCW software solution performed by Xiting focuses on achieving the best and most sustainable results. Therefore, future features regarding the dashboard structure will be introduced with the upcoming innovations of Service Pack 3 (towards the end of 2021). Thus,

further optimizations are aimed for. This includes the exploitation of the full potential of standardized self-services, such as the password reset.

#### Successes

Xiting Central Workflows is the ideal solution for the constantly growing and increasingly complex security requirements as well as for automating the approval process through standardized workflows, which are based on SAP Best Practice.

With the help of the functionalities of the XCW software solution, Zeppelin Baumaschinen GmbH will in future be able to monitor and track the new creation and changes of users as well as the assignments and withdrawals of roles and have them run automatically via an approval process. Thanks to a structured and standardized approval workflow in accordance with SAP Best Practice, many processes such as user administration and user changes, as well as role assignment and role withdrawals, have been significantly simplified, as role assignments via email have been considerably reduced.

In addition, potential future system breaks along the approval process can now be avoided. By clearly defining the role responsibilities we have succeeded in enabling a greater understanding of the content of the roles and the associated responsibility within the departments. With the purpose of guaranteeing secure and transparent business processes, the traceability of the four-eyes principle was achieved through clear documentation.