



Success Story

## Vileda GmbH

### Automated processes for an efficient user management with Xiting Central Workflows

The Xiting Central Workflows (XCW) solution enables the German manufacturer of household and cleaning products, Vileda GmbH, to efficiently manage users across SAP ABAP systems. Additionally, an audit-compliant documentation provided by XCW now ensures the traceability and conformity for audits. In accordance with SAP Best Practice, XCW

ensures the simplification and automation of processes through standardized workflows in order to significantly reduce the manual effort and the susceptibility to errors. XCW was rolled out during the project not only for Vileda, the best-known brand of Freudenberg Home and Cleaning Solutions GmbH, but also for the entire company worldwide.

“Automation helped us save valuable time. By using Xiting’s products, we were able to eliminate manual time sinks and can now fully rely on automating activities. The automatic forwarding of information and assignment of requested authorizations, the systematization of processes and the generation of audit-relevant reports at the push of a button are our guarantor of progress.”

Peter Zink  
Global Process IT Analyst  
Vileda GmbH



### AT A GLANCE

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#### The company

- Name: Vileda GmbH (founded in 1962)
- Location: Weinheim (GER)
- Industry: Household products
- Revenue: approx. 300 million
- Employees: 2962
- Internet address: [www.vileda.de](http://www.vileda.de)
- SAP system: SAP ERP

#### Highlights

- Cross-system user administration;
- Successful replacement of the ticket system for role approval and assignment;
- Automated provision of user credentials;
- Reduction of manual effort and susceptibility to errors due to automated processes;

#### Objectives

The implementation of the user provisioning tool developed by Xiting, Xiting Central Workflows (XCW), primarily pursued the goal of ensuring system-wide user management, role assignment and role removal for the internationally leading company for cleaning products and systems, Vileda GmbH.

The automation of the workflows for user creation and user changes, role assignment and role withdrawal was an important part of this project. It was a priority to manage identities and authorizations in SAP ABAP systems in a traceable way, to considerably reduce errors and to avoid manual interventions. In addition, the automated provision of user credentials was one of the most important aspects for introducing XCW.

#### Challenges

Given that every new employee must have a user created in different systems when they join the company and must be given the right authorizations based on their function and department, the previous processes for user and role requests were unstructured and associated with a great deal of manual effort. This considerably increased the susceptibility to error. Moreover, the decentralized storage of audit-compliant documentation made later traceability very difficult.

Another major challenge for Vileda was the approval of roles by key users or process owners in the smaller company locations where there was only one key user per area. This was ultimately solved by using a symbolic user.

#### Successes

The use of XCW achieved numerous advantages for the customer, including time savings in the preparation of the annual IT audits through the central storage of the audit-compliant documentation and the traceability of the applications.

On the one hand, a substitute regulation made the simultaneous notification of several key users possible. On the other hand, with the help of Xiting Central Workflows, several persons can now be responsible for assigning individual roles through explicit approval procedures. By automating processes with the aid of Xiting's technology, these were also simplified and have become less error-prone, thanks to the little manual effort necessary.