

## E.ON

### *Strengthening security, compliance and policy enforcement*

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#### Overview

##### **The need**

To protect against rogue trading, company staff must catch any conflicts of duties and prevent violations of user access management policies before a problem occurs.

##### **The solution**

Using IBM® Security Identity Governance, the company has greater transparency of trader access rights, and can resolve separation of duty violations before they become a security risk.

##### **The benefit**

Better visibility and control of trader rights and roles helped reduce the risk of rogue trades, decrease reporting cycle times by 60 - 80 percent, and significantly reduce effort and costs.

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Based in Düsseldorf, Germany, E.ON is a leading supplier of energy in Europe. The company's diversified business, which serves approximately 35 million customers, includes energy renewables, such as wind and solar, power generation, natural gas, energy trading, retail and distribution.

#### **Reducing risk from conflicts of interest**

Several years ago, an internal audit of E.ON trading systems showed significant room for improvement regarding separation of duties for traders. At the time, IT staff used manual processes to monitor and report on user access rights. The audit uncovered instances in which conflicts of duties were missed. An example of a conflict of duty is that a trader could input and approve a trade—creating a potential risk.

“Trading can carry nearly 80 percent of our risk,” says Dr. Carsten Mielke, head of Service Management for E.ON Global Commodities, the interface between E.ON energy divisions and energy wholesalers. “We wanted a governance solution that could help us prevent any conflicts of duties.”

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*With a business-driven governance solution from IBM, E.ON Global Commodities staff can more easily respond to audit requests. “At the end of the year, we can pull a report out of the system for the auditors, and, in most cases, they can use it as audit evidence, which saves us a lot of time,” says Dr. Carsten Mielke, head of Service Management for E.ON Global Commodities.*

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## Improving governance and transparency

Today, the company uses a business-driven governance solution from IBM to help staff analyze, define and control access for 79,000 users across E.ON's eight core trading systems. The IBM Security Identity Governance solution is integrated with the company's HR system to help staff discover and respond to policy violations quickly.

"The solution helps us understand our business processes much better," says Dr. Mielke. "We can deliver bi-weekly reports that enable business leaders to confirm the flow of information, rights and roles. There's more transparency so we can act quickly if there's a question."

## Saving time while preventing fraud

Better visibility and control of trader rights and roles helped significantly reduce the time and cost to govern user access and confirm compliance. These savings include a 60 - 80 percent reduction in reporting cycle times and a 20 - 40 percent reduction in staff hours. "We can generate reports and answer questions more quickly than if we had to dig the information out of each system," says Dr. Mielke.

Most important, Dr. Mielke says, the solution helps reduce risk. "The risk exists that a trader might try to use different access rights to run a transaction through that he shouldn't," says Dr. Mielke. "This solution helps us prevent this."

## Solution components

### Software

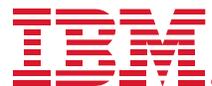
- IBM® Security Identity Governance

## Take the next step

To learn more about IBM Security software, please contact your IBM representative or IBM Business Partner, or visit the following website: [ibm.com/security](http://ibm.com/security)

For more information about E.ON, visit: [www.eon.com](http://www.eon.com)

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