

Case Study Vitens

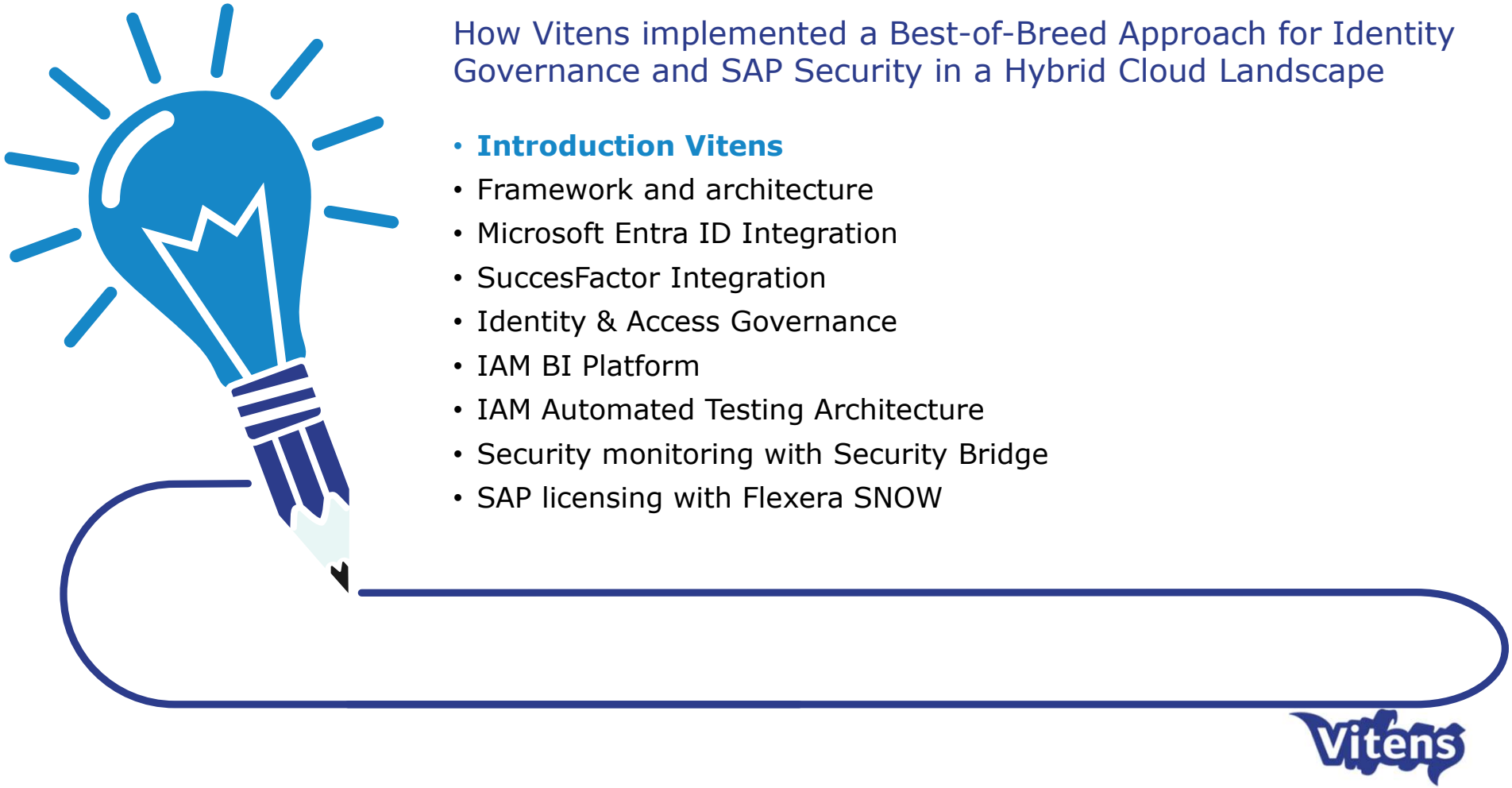
Best-of-Breed Approach for Identity Governance and SAP Security in a Hybrid Cloud Landscape

Virgil Verloop, 4th March 2026

water voor nu en later

Vitens

What we'll cover



How Vitens implemented a Best-of-Breed Approach for Identity Governance and SAP Security in a Hybrid Cloud Landscape

- **Introduction Vitens**
- Framework and architecture
- Microsoft Entra ID Integration
- SuccesFactor Integration
- Identity & Access Governance
- IAM BI Platform
- IAM Automated Testing Architecture
- Security monitoring with Security Bridge
- SAP licensing with Flexera SNOW

Vitens in figures

365/24/7 drinking water for a third of the Netherlands

6 million customers

1.635 employees

361 miljoen m^3 tap water in 2023

€ 1,28 for 1.000 litres of tap water

Customers give us an 8.5



Our Team

What we do

Our team is responsible for four core areas:

1. Identity & Access Management (IAM) – Company-wide identity and access management
2. SAP Security & SAP Authorization Management – Securing and authorizing SAP environments
3. SAP License Management – Efficient management of SAP licenses
4. Compliance – Development and maintenance of IT General Control frameworks for SAP systems

Our Team

Our Integrated Solutions

We provide end-to-end identity management and security governance by combining the best of SAP and Microsoft, complemented with specialized tools:

1. SAP GRC Access Control – For authorization management, risk management, provisioning to SAP and non-SAP systems, and SAP privileged access management ("firefighter")
2. SAP Identity Access Governance (IAG) – The bridge to SAP cloud systems for identity and access management
3. Microsoft Entra ID Governance – Covers part of the IAM chain with direct integrations from SuccessFactors to Microsoft products and environments
4. Security Bridge – For SAP security monitoring and automation of IT General Controls
5. Flexera SNOW Optimizer – For SAP license optimization

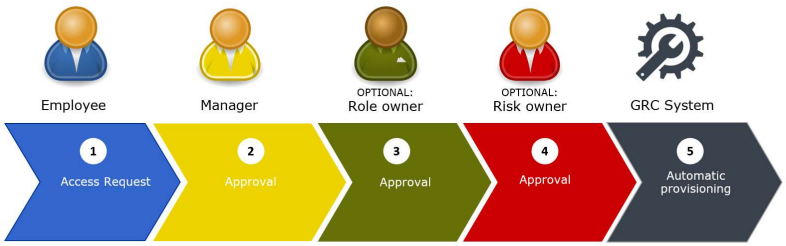
IAM security organisation

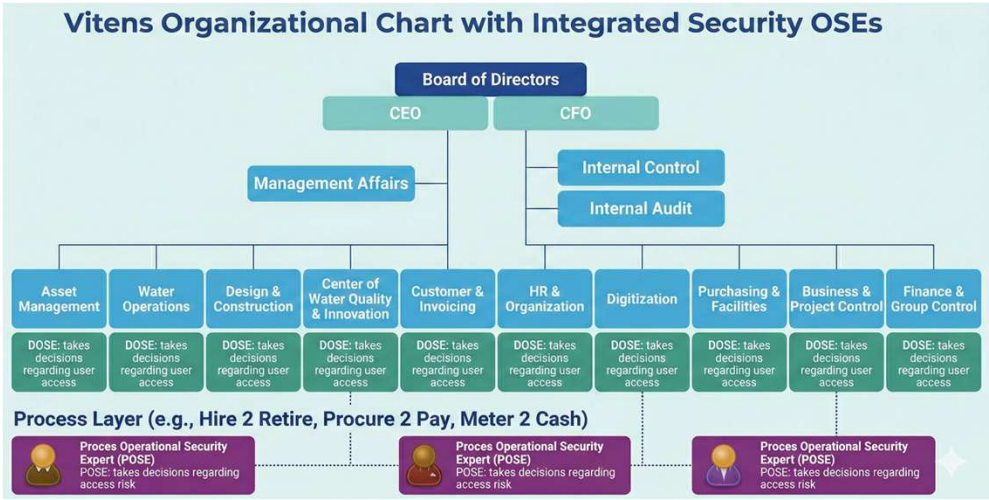
Decentralized approach

Department Operational Security Expert (DOSE) – Role Owner
- Takes decisions regarding user access
- Has experience with the Vitens organisation and specific department
- Has an advisory role and prefereabbly no requester/manager/risk owner

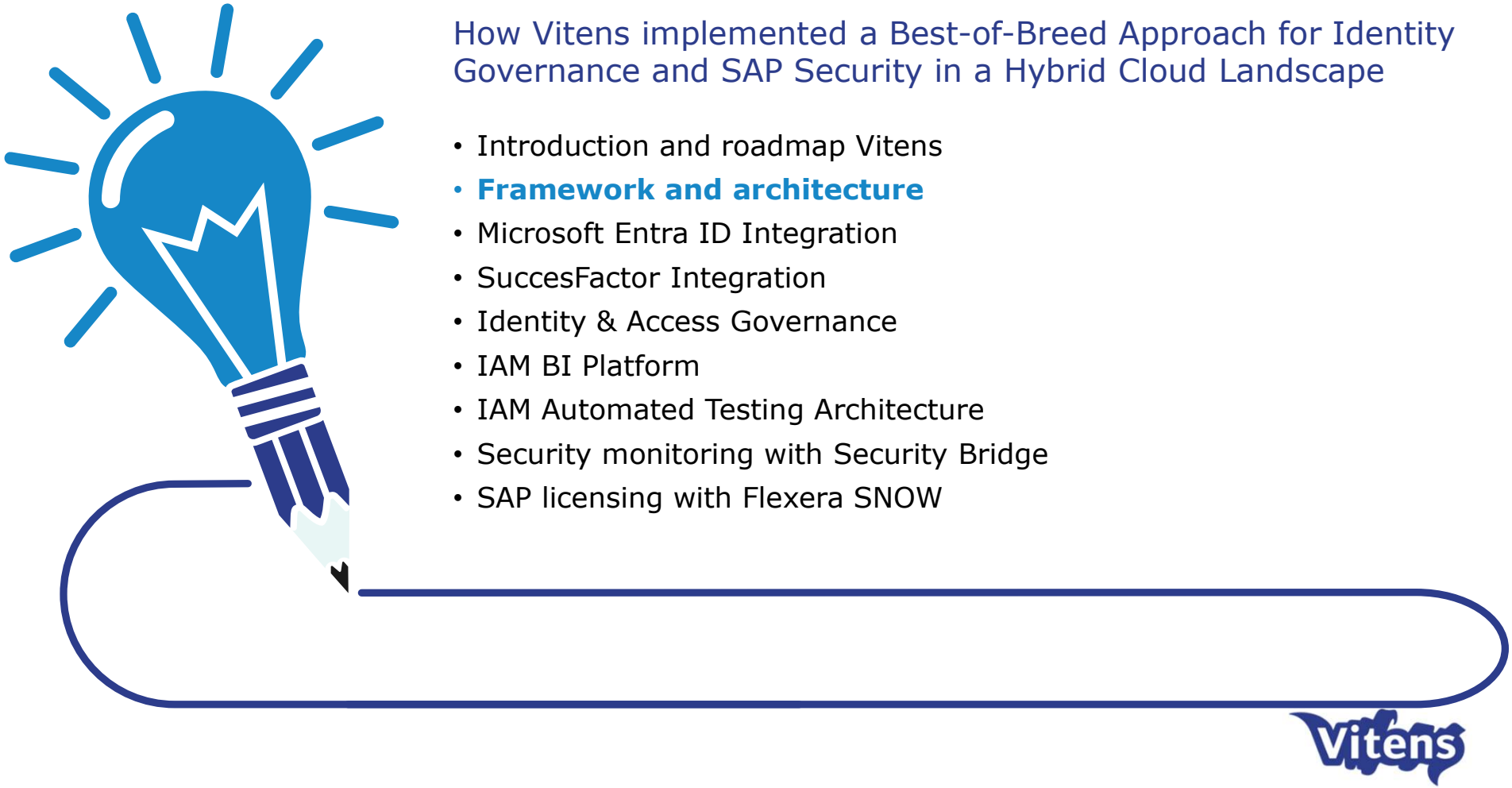
Proces Operational Security Expert (POSE) – Risk Owner
- Takes decisions regarding access risk
- Has experience with the Vitens organisation and specific processes
- Has an advisory role and prefereabbly no requester/manager/role owner

2x a year OSE meeting





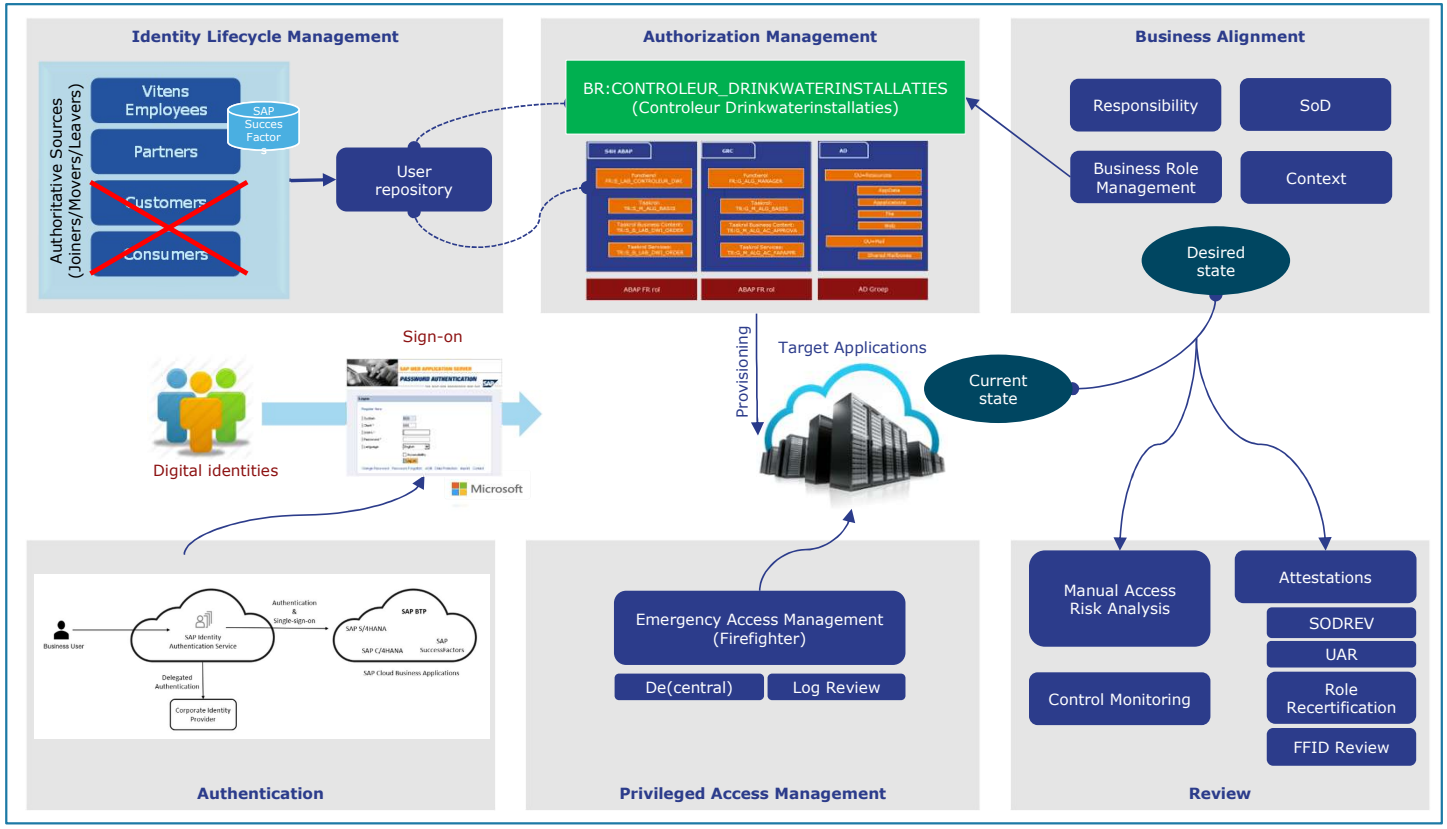
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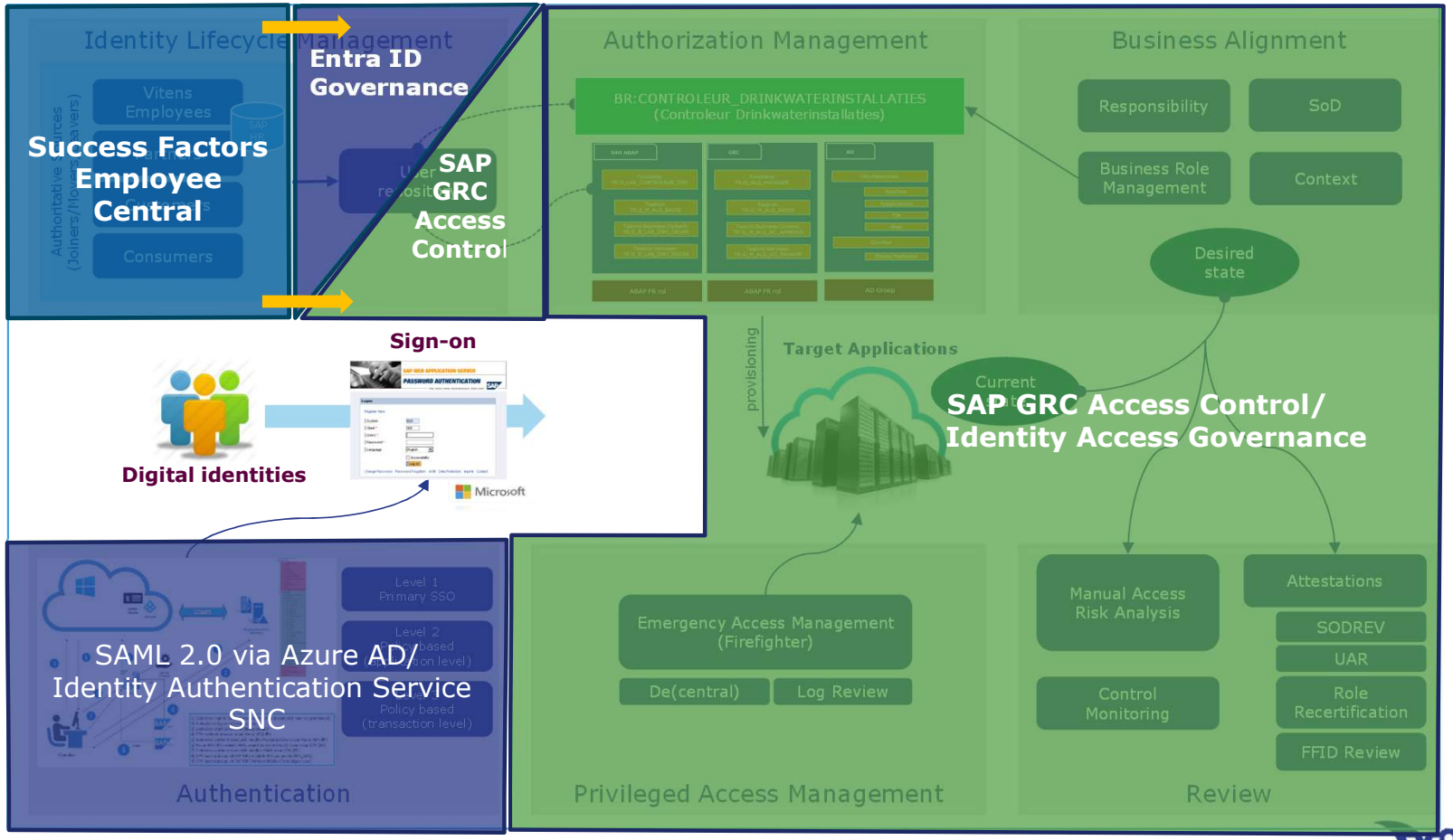
IAM framework



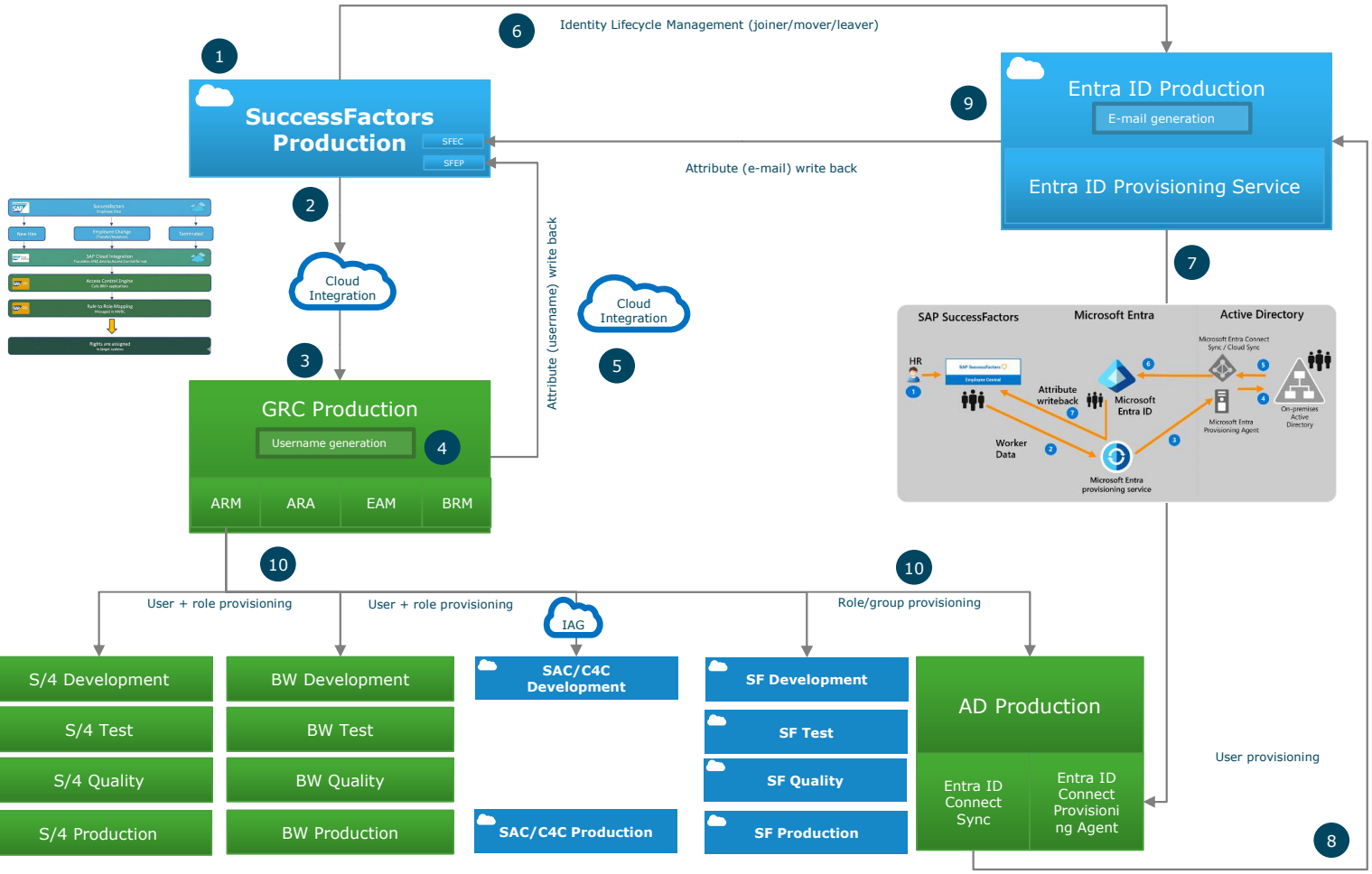
Building Blocks

Vitens

Solution Overlay



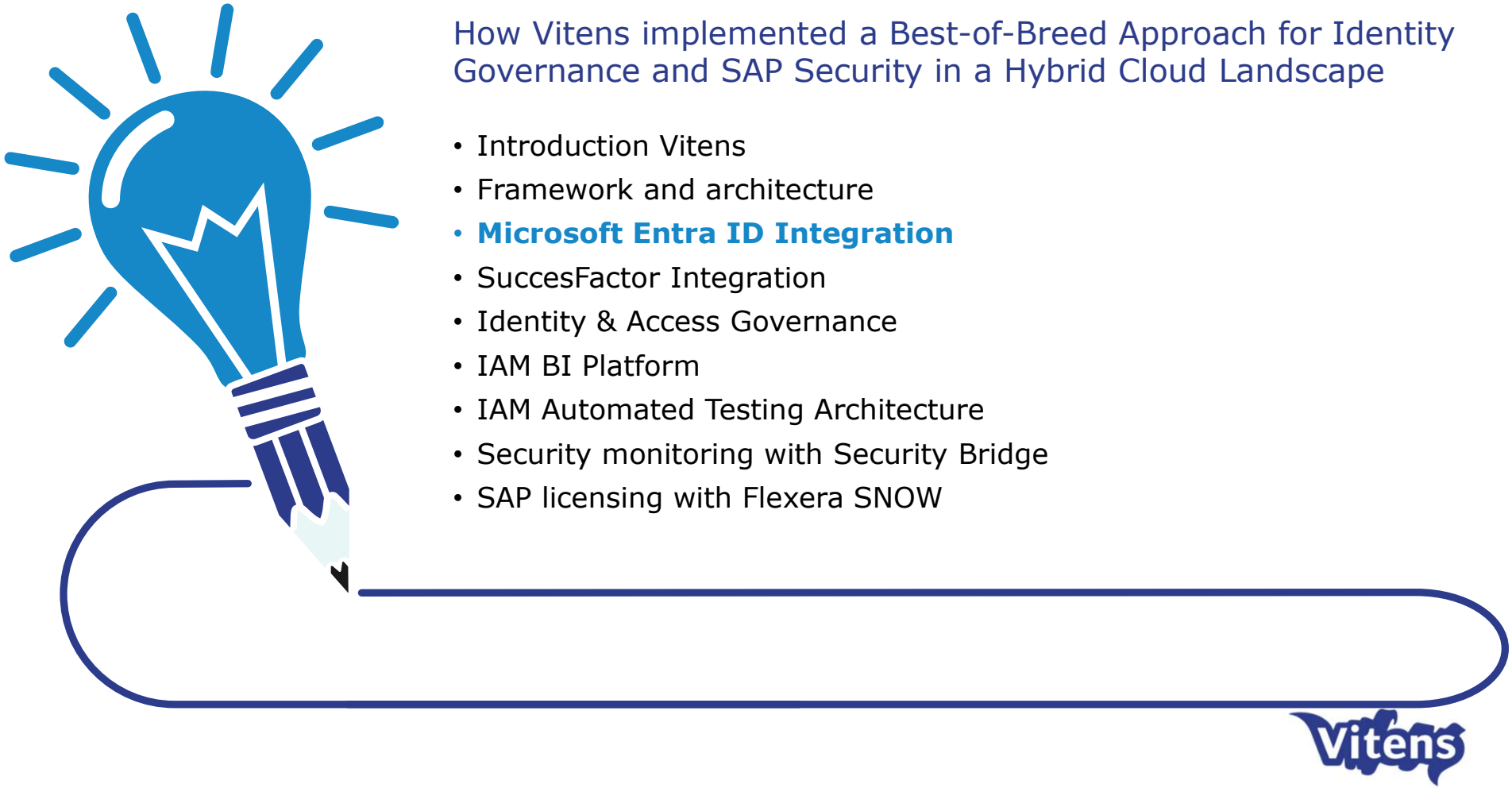
IAM chain



1. Employee data is maintained in SuccesFactors
2. Sync to Cloud Integration
3. Sync to GRC
4. GRC generates username
5. GRC writes username back to SuccessFactors with API via CI
6. Entra ID Governance sync to Entra ID Provisioning Service
7. User provisioning payload sent to AD on premise
8. Entra Connect sync to Entra ID
9. Entra ID writes e-mail back to SuccesFactors
10. GRC has all data and starts provisioning to target systems

Vitens

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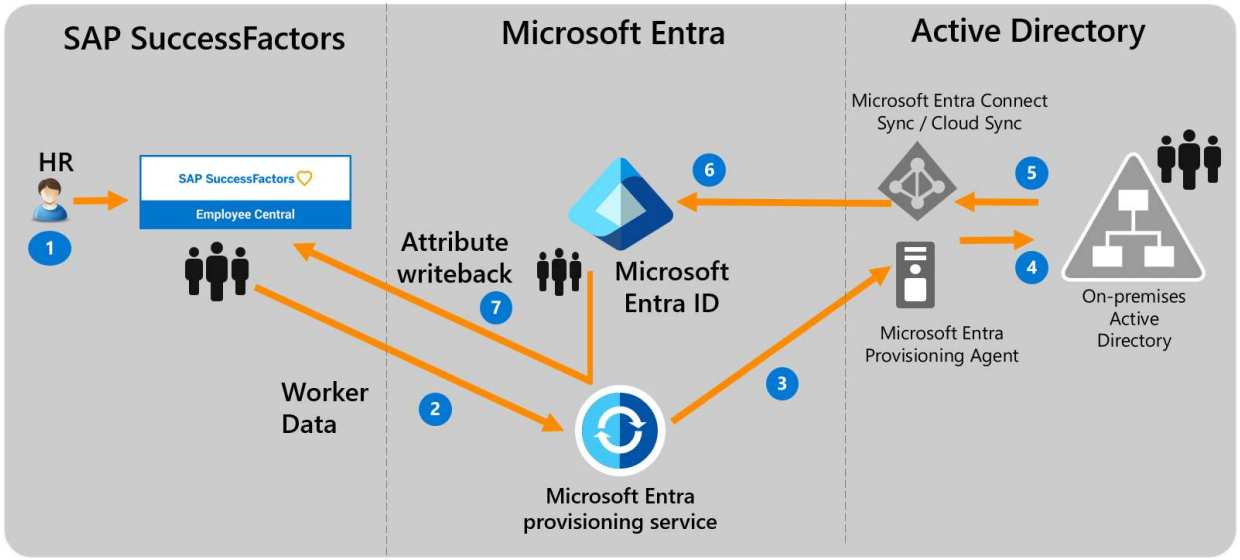


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Entra ID Governance

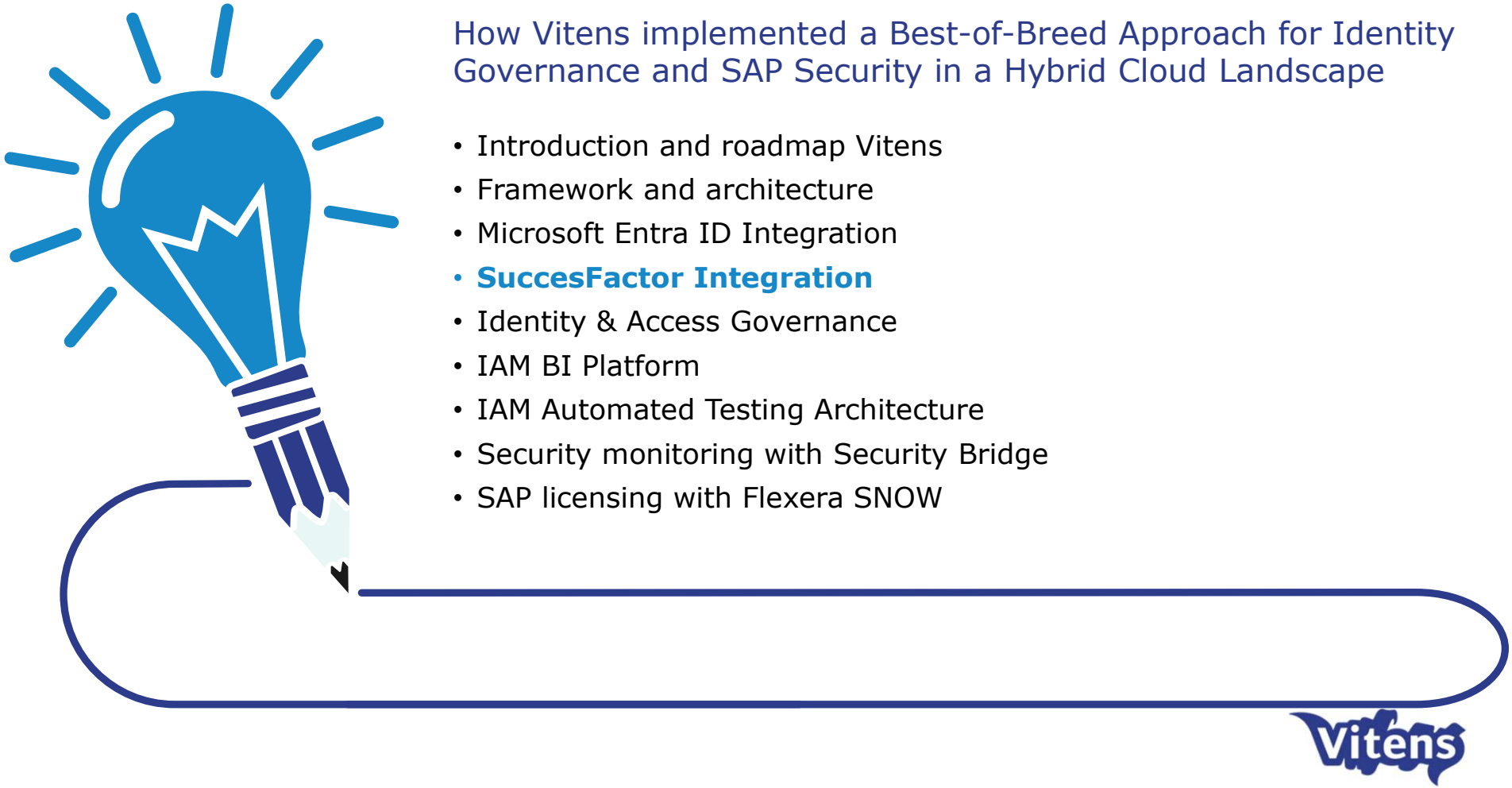
SAP SuccessFactors to Active Directory user provisioning



Next to this end-end provisioning we also have Life Cycle Workflows in place like:

- Pre onboarding, onboarding, offboarding
- Including working with a Temporary Access Pass for quick onboarding including Microsoft on boarding e-mail

What we'll cover

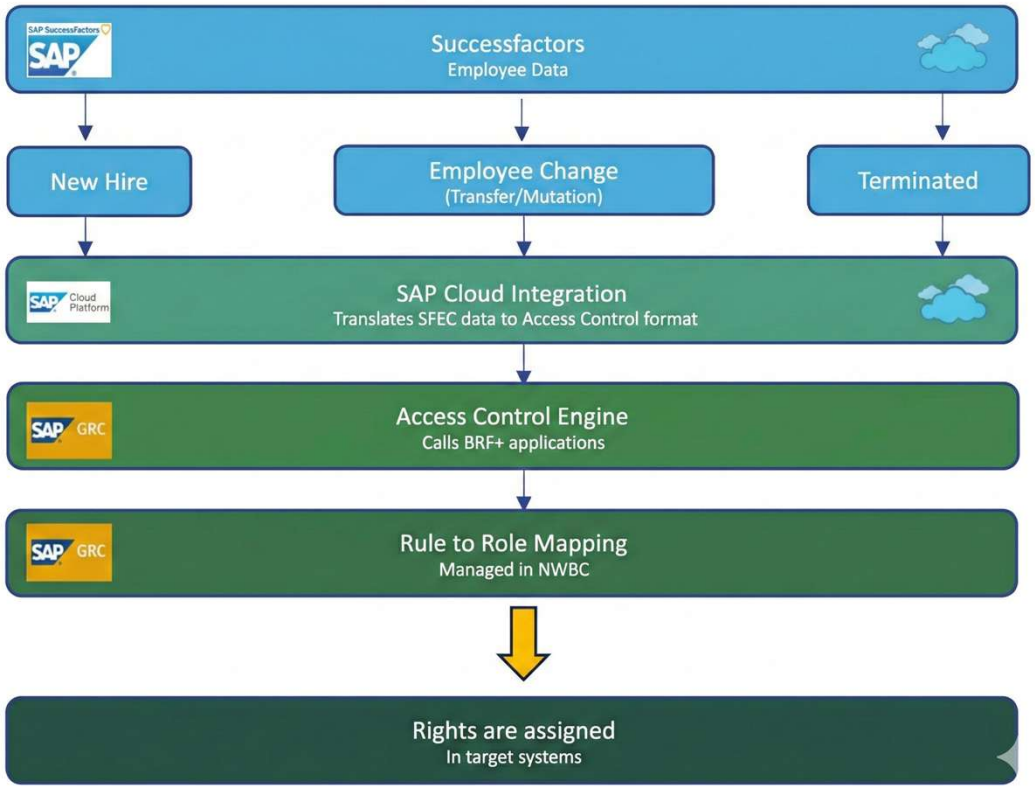


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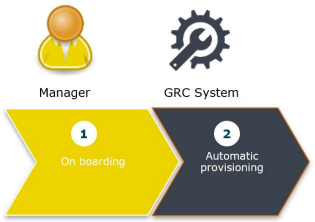
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SuccesFactor Integration

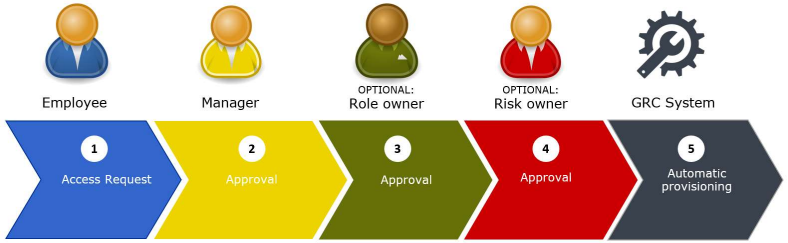
SuccesFactors > Cloud Integration > GRC AC



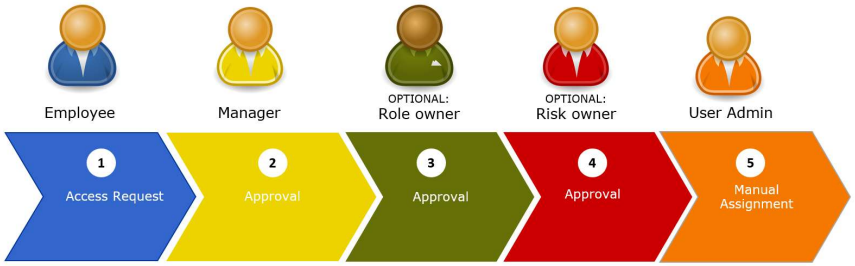
GRC ARM simplified workflows



Joiner trigger – auto provisioning



Regular flow – auto provisioning



Regular flow – manual provisioning

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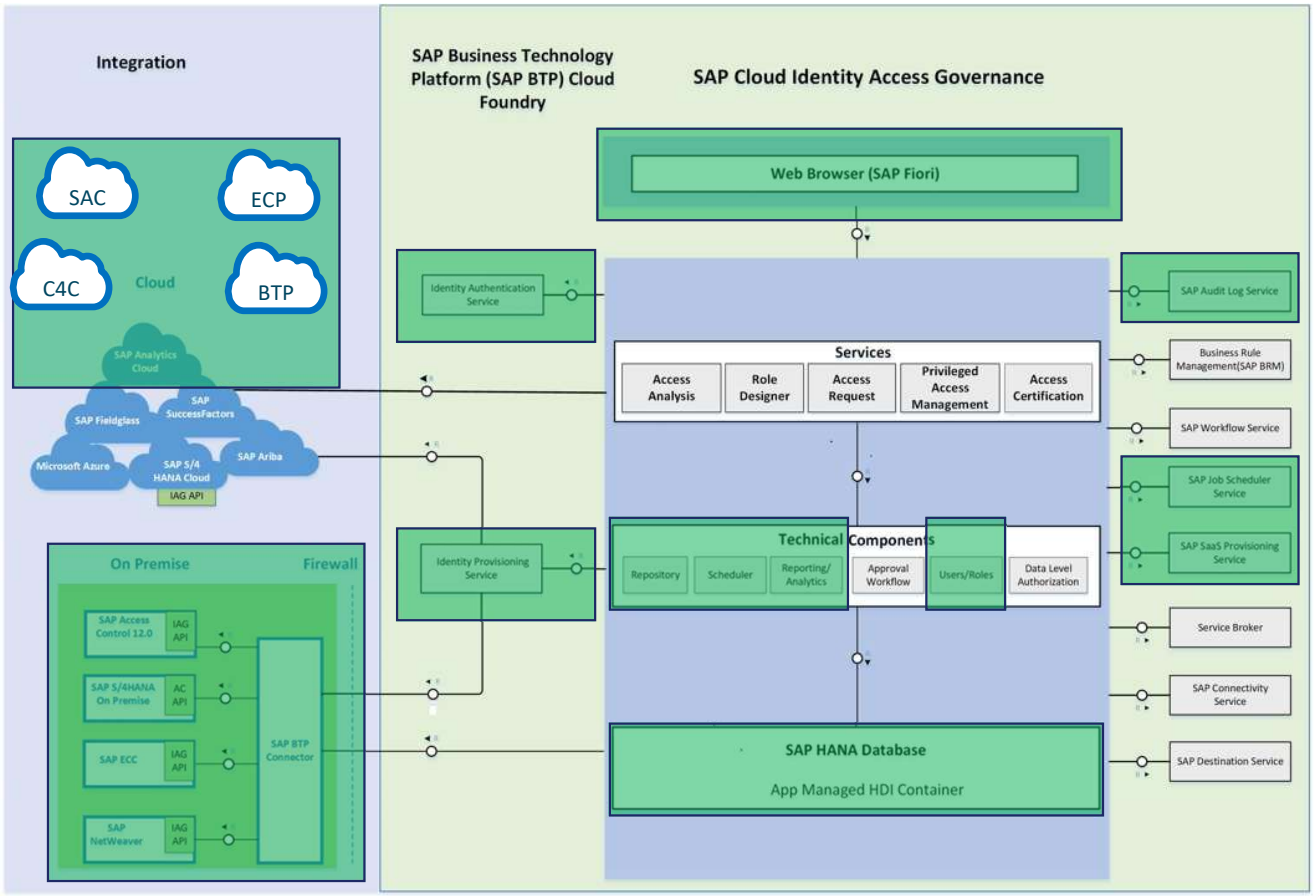
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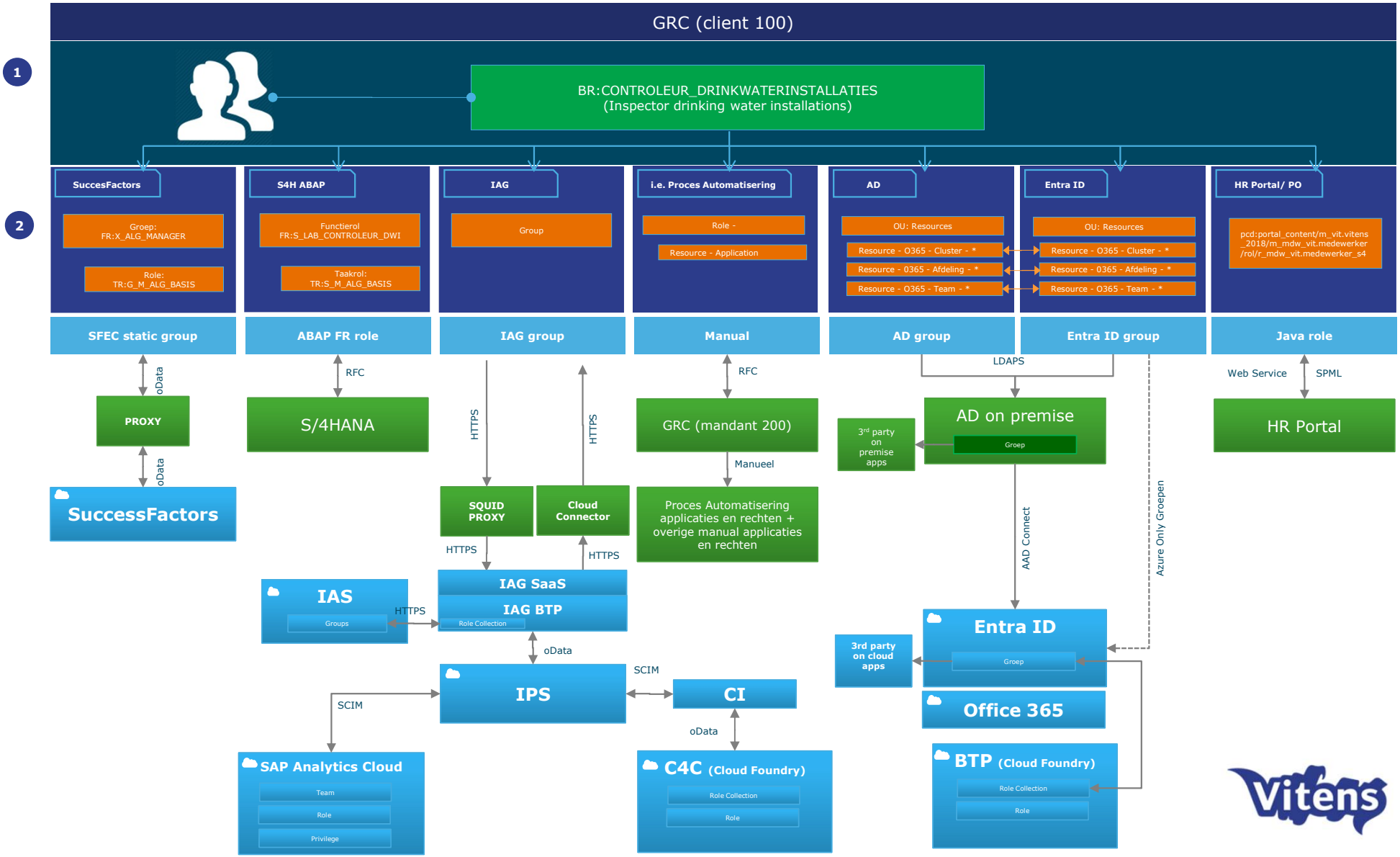
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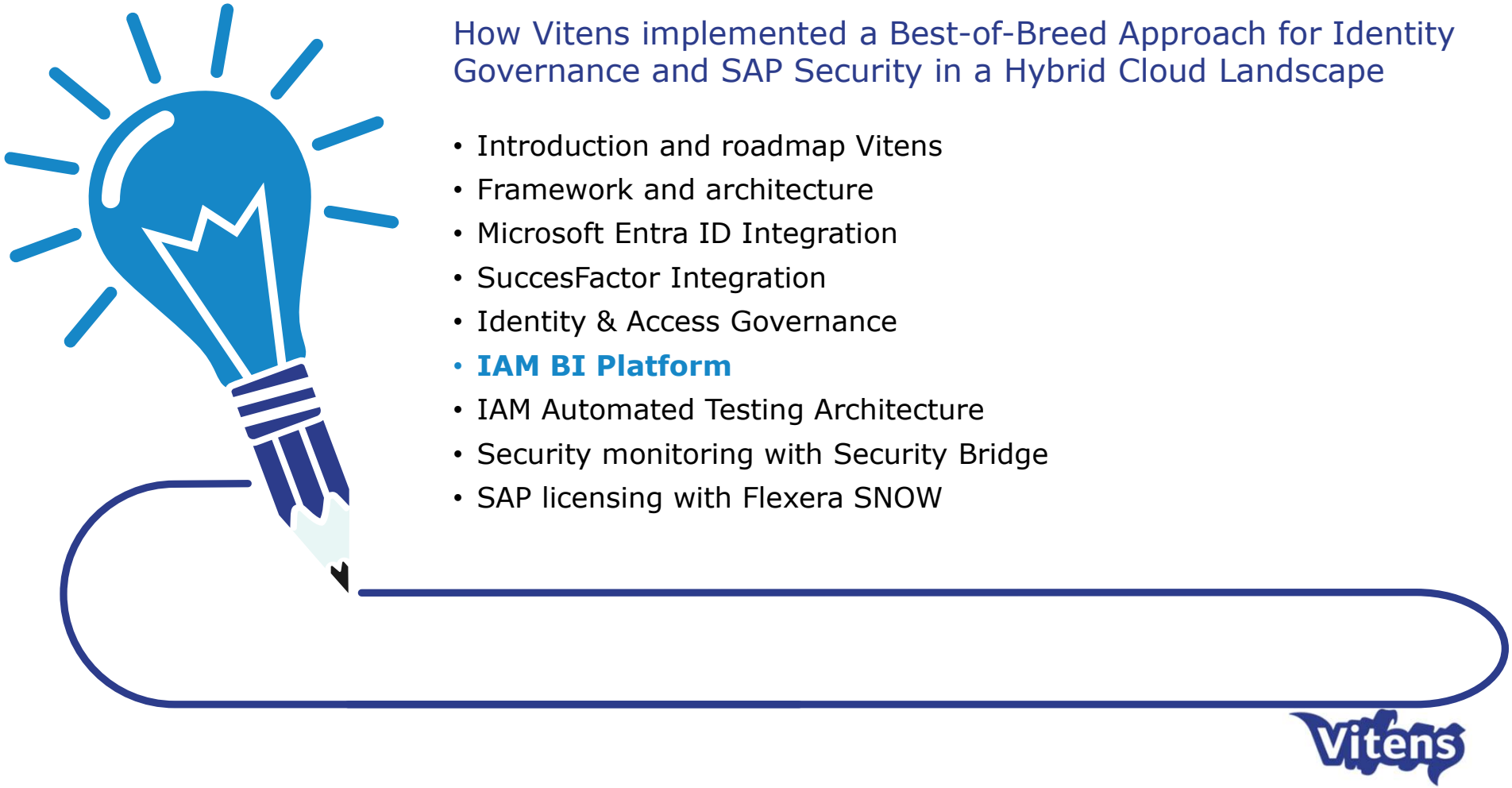
IAG Solution Architecture

is a ”bundled solution”




GRC (client 100)
1
BR:CONTROLEUR_DRINKWATERINSTALLATIES
(Inspector drinking water installations)
2
SuccesFactors
Groep:
FR:X_ALG_MANAGER
Role:
TR:G_M_ALG_BASIS
S4H ABAP
Functierol
FR:S_LAB_CONTROLEUR_DWI
Taakrol:
TR:S_M_ALG_BASIS
IAG
Group
i.e. Proces Automatisering
Role -
Resource - Application
AD
OU: Resources
Resource - O365 - Cluster - *
Resource - O365 - Afdeling - *
Resource - O365 - Team - *
Entra ID
OU: Resources
Resource - O365 - Cluster - *
Resource - O365 - Afdeling - *
Resource - O365 - Team - *
HR Portal/ PO
pcd:portal_content/m_vit.vitens_2018/m_mdw_vit.medewerker/rol/r_mdw_vit.medewerker_s4
SFEC static group
ABAP FR role
IAG group
Manual
AD group
Entra ID group
Java role
oData
PROXY
oData
SuccessFactors
RFC
S/4HANA
HTTPS
HTTPS
SQUID PROXY
Cloud Connector
HTTPS
HTTPS
IAS
Groups
HTTPS
IAG SaaS
IAG BTP
Role Collection
oData
IPS
SCIM
SCIM
SAP Analytics Cloud
Team
Role
Privilege
RFC
GRC (mandant 200)
Manueel
Proces Automatisering applicaties en rechten + overige manual applicaties en rechten
oData
CI
C4C (Cloud Foundry)
Role Collection
Role
LDAPS
3rd party on premise apps
AD on premise
Groep
AAD Connect
Azure Only Groepen
3rd party on cloud apps
Entra ID
Groep
Office 365
BTP (Cloud Foundry)
Role Collection
Role
Web Service
SPML
HR Portal
Vitens

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IAM BI Platform Analytics

SAP Analytics Cloud (SAC)



Reports & Dashboards

- Adhoc Reports
- Role Mining Analysis
- Compliance Reporting

Live Connection

SAP Datasphere

Central Data Platform — Integration, Modeling & Harmonization of all IAM source data

SuccessFactors

HR Master Data

Employees · Organization

Joiner / Mover / Leaver

SAP GRC

Access Control

S/4HANA | BW

SAP IAG

Cloud Bridge

C4C · SAC

Active Directory

On-Premises

User Accounts

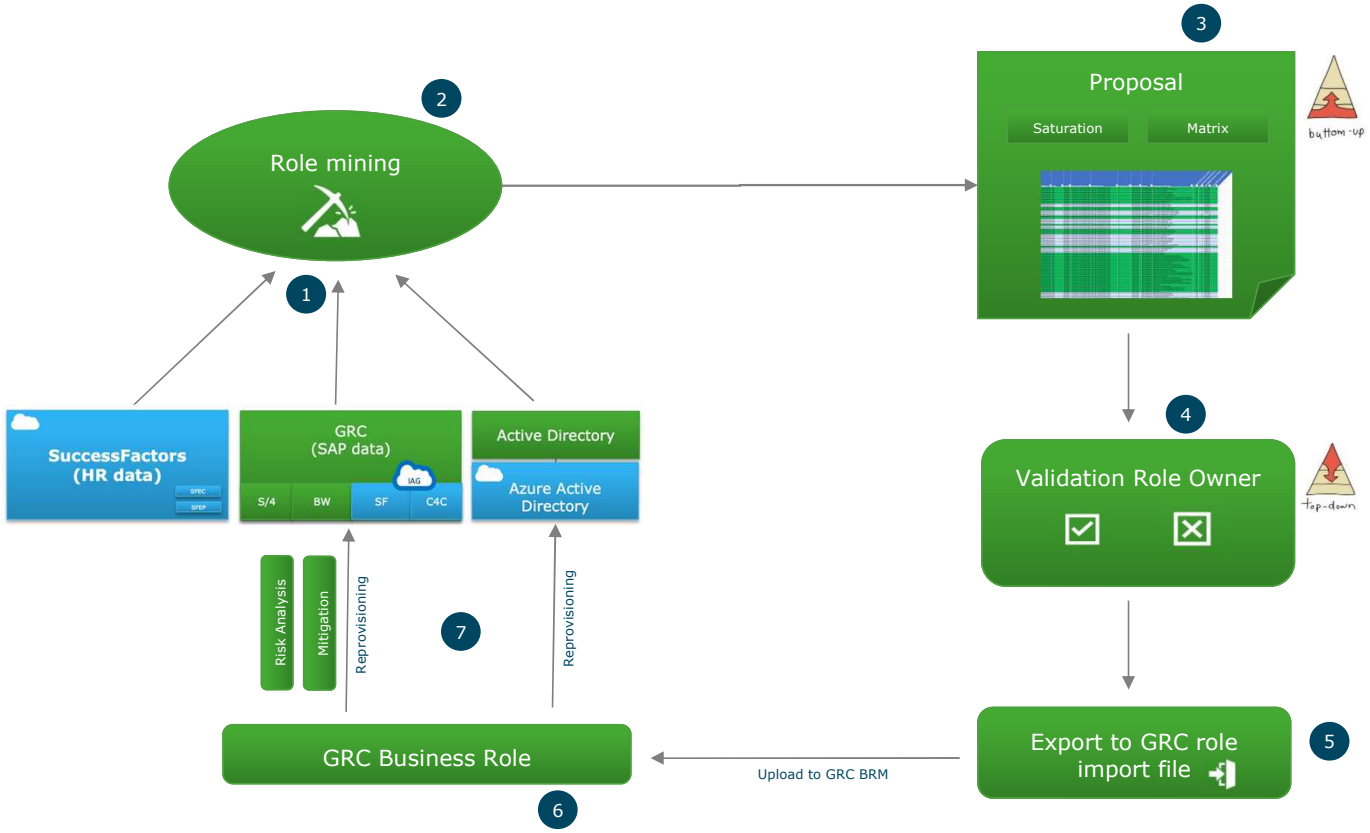
Groups · OU Structure

Entra ID Governance

Azure AD / Cloud IAM

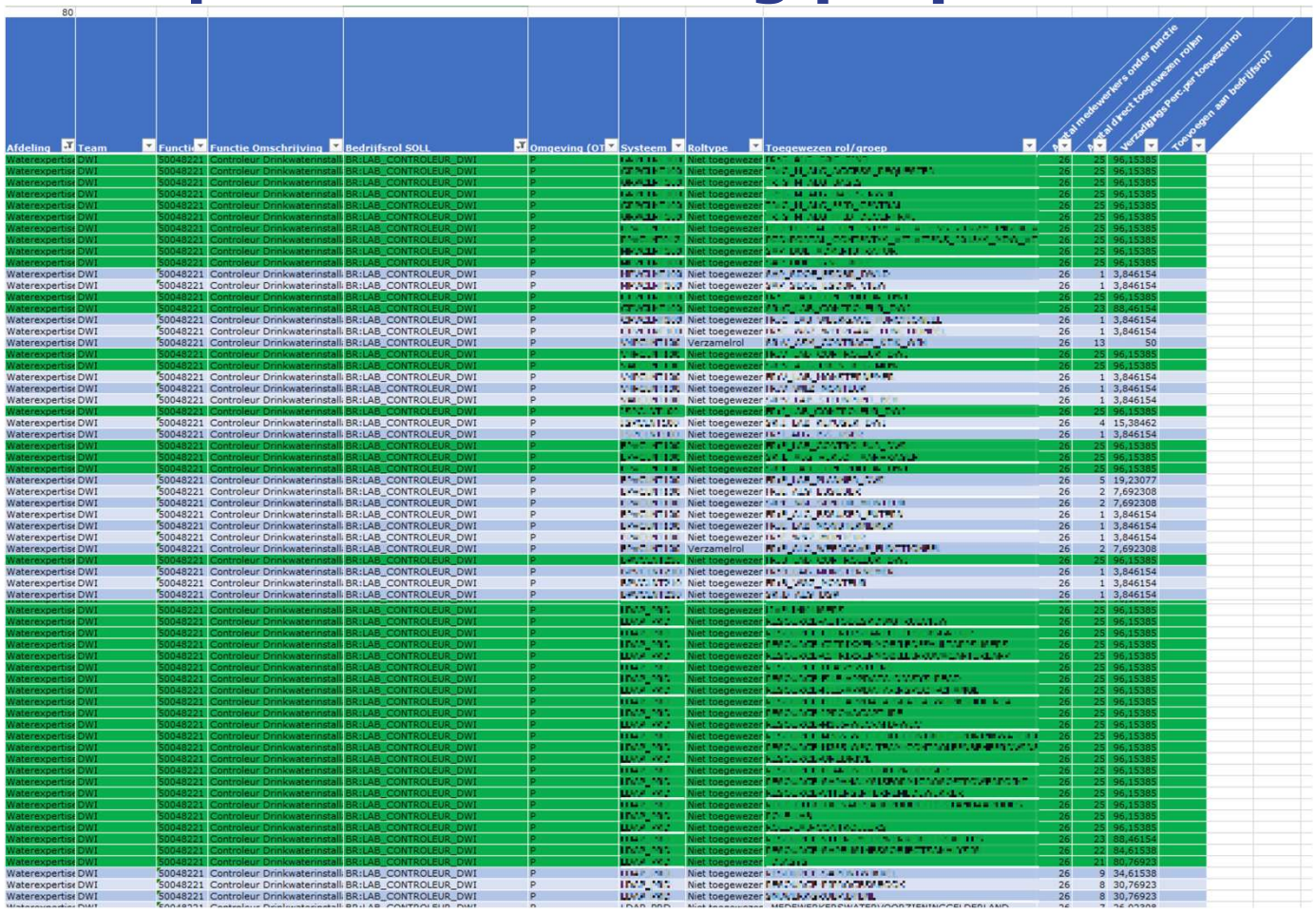
Lifecycle Workflows

Role mining process



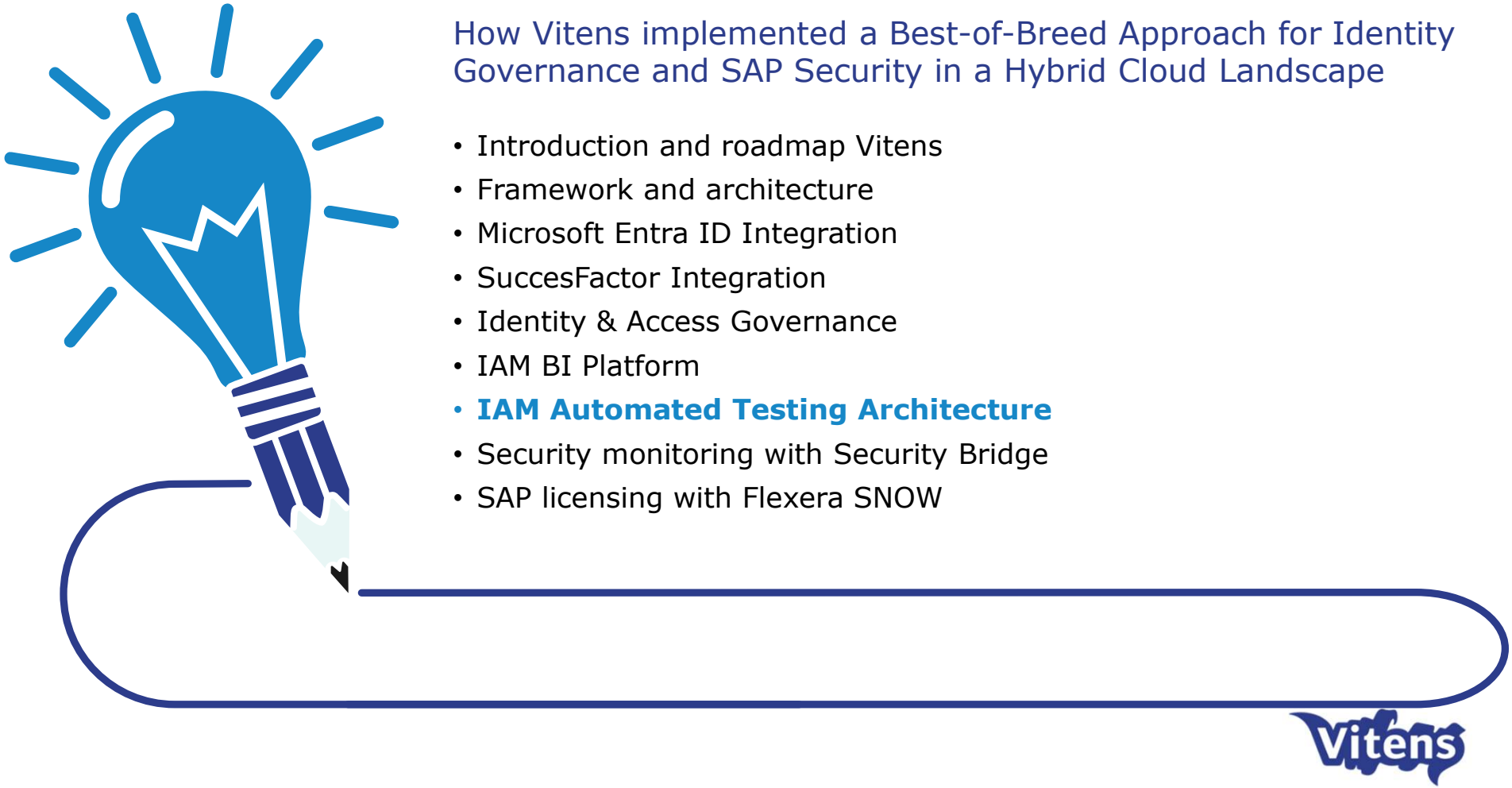
1. Import HR, SAP and Active Directory data
2. Role mining
3. Create proposal in matrix with saturation levels (i.e. >80% = green)
4. Validation Role Owner
5. Export to GRC role import file
6. Role import in GRC BRM
7. Reprovisioning to target systems (for SAP also risk analysis and mitigation effort)

Example of role mining proposal



Afdeling	Team	Functie	Functie Omschrijving	Bedrijfsrol SOLL	Omgeving (OT	Systeem	Roltype	Toegewezen rol/groep	Totaal medewerkers onder functie	Totaal al direct toegewezen rollen	Verzadigings Perc. per toegewezen rol	Toevoegen aan bedrijfsrol?
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	25	96,15385	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	25	96,15385	
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Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	25	96,15385	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	25	96,15385	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	23	88,46154	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	22	84,61538	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	21	80,76923	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	9	34,61538	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	8	30,76923	
Waterexpertise	DWI	50048221	Controleur Drinkwaterinstall	BR:LAB_CONTROLEUR_DWI	P		Niet toegewezen		26	8	30,76923	

What we'll cover

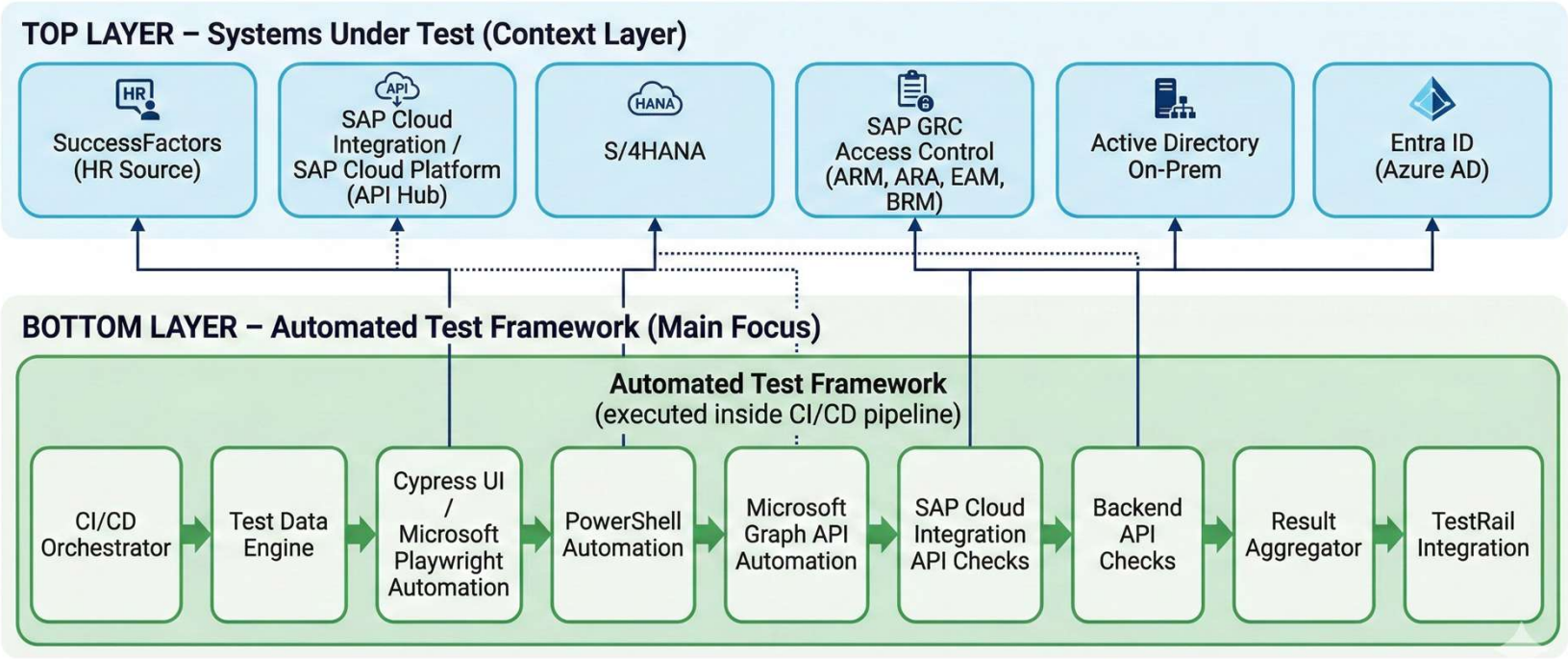


How Vitens implemented a Best-of-Breed Approach for Identity Governance and SAP Security in a Hybrid Cloud Landscape

- Introduction and roadmap Vitens
- Framework and architecture
- Microsoft Entra ID Integration
- SuccesFactor Integration
- Identity & Access Governance
- IAM BI Platform
- **IAM Automated Testing Architecture**
- Security monitoring with Security Bridge
- SAP licensing with Flexera SNOW

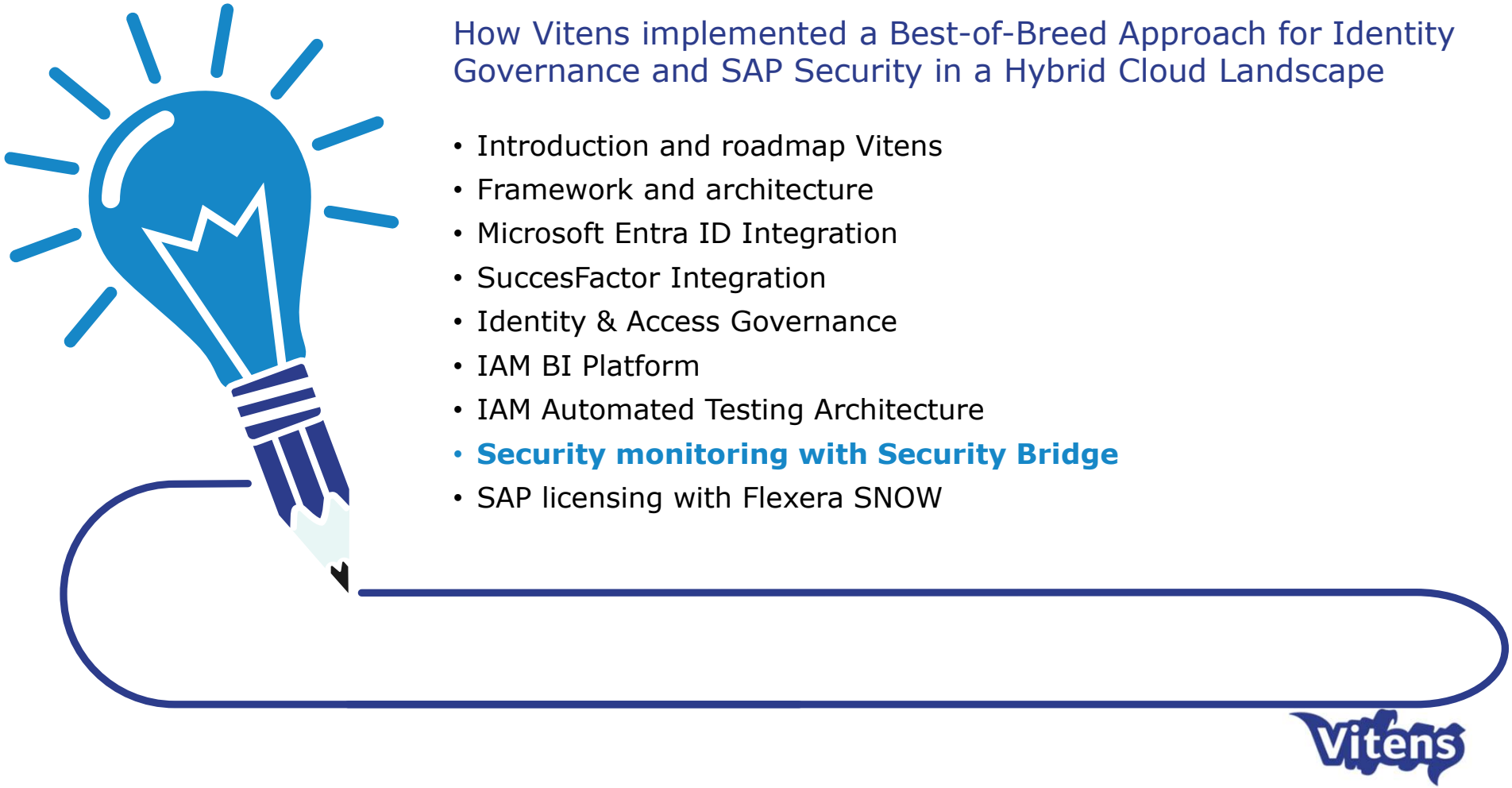
IAM Automated Testing Architecture

End-to-End Automated testing



Automated validation across SuccessFactors, SAP Cloud Integration, S/4HANA, SAP GRC, AD on-prem, and Entra ID.

What we'll cover

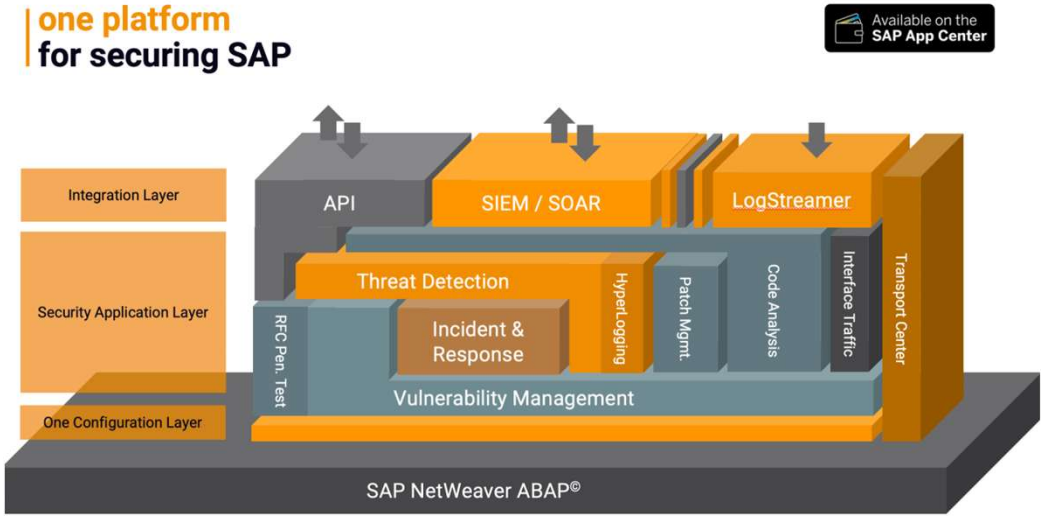


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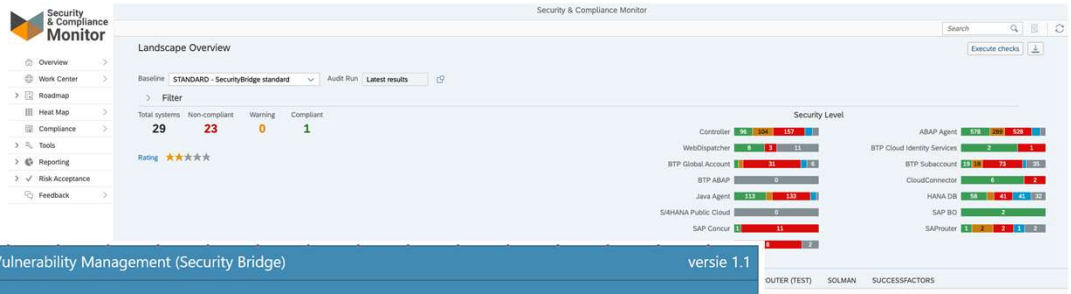
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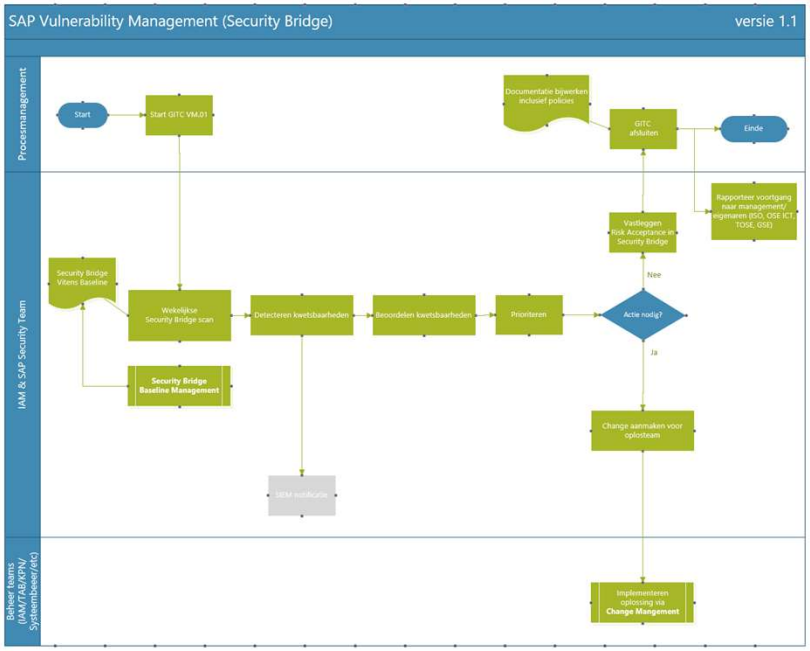
Security Monitoring with Security Bridge

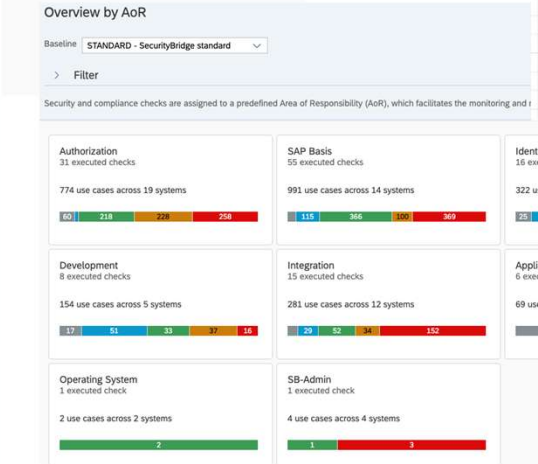
- Besides IAM, authorizations, firefighter and segregation of duties, we are paying more attention to SAP cybersecurity risks.
- We are connecting our on-premise and cloud landscape (around 50 systems)

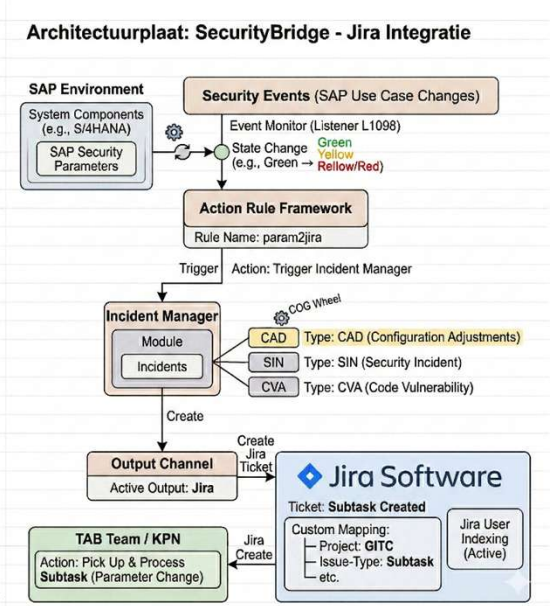


Vulnerability Management



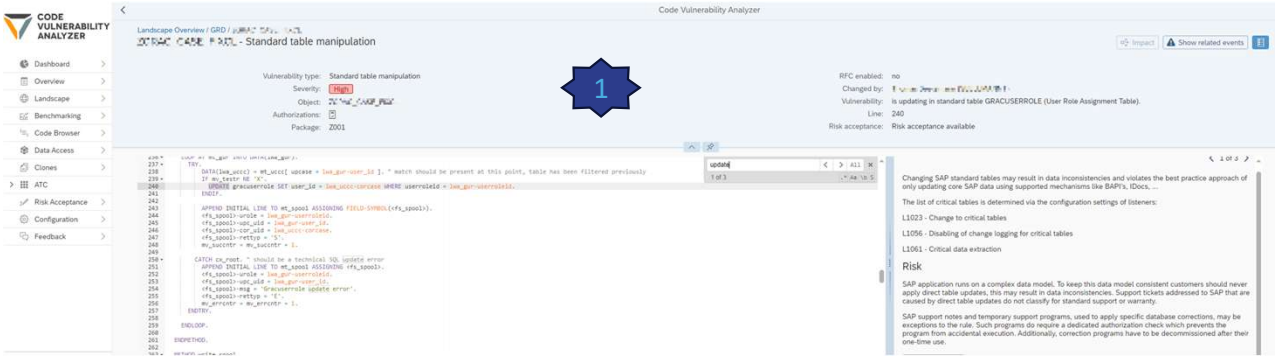


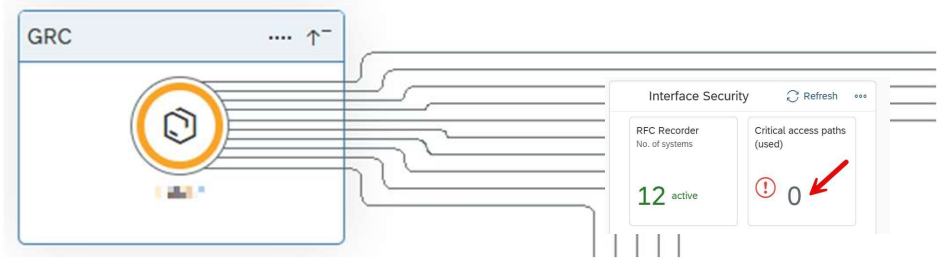




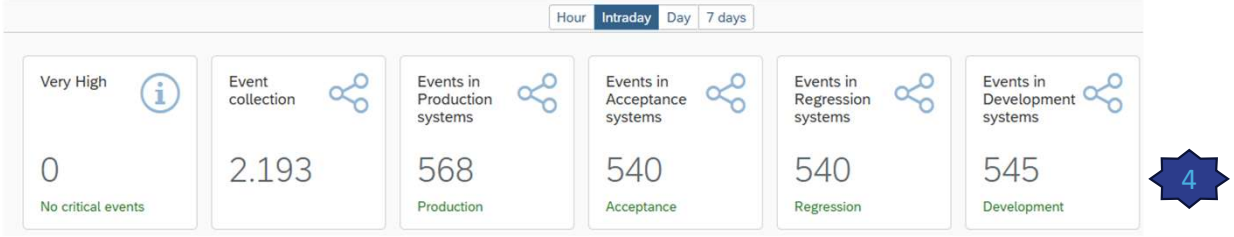
Other functionalities

1. Code Vulnerability Analysis
2. Patch Management
3. Interface Traffic Monitor
4. Enterprise Threat Detection









What we'll cover



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Flexera SNOW

Usage within Vitens

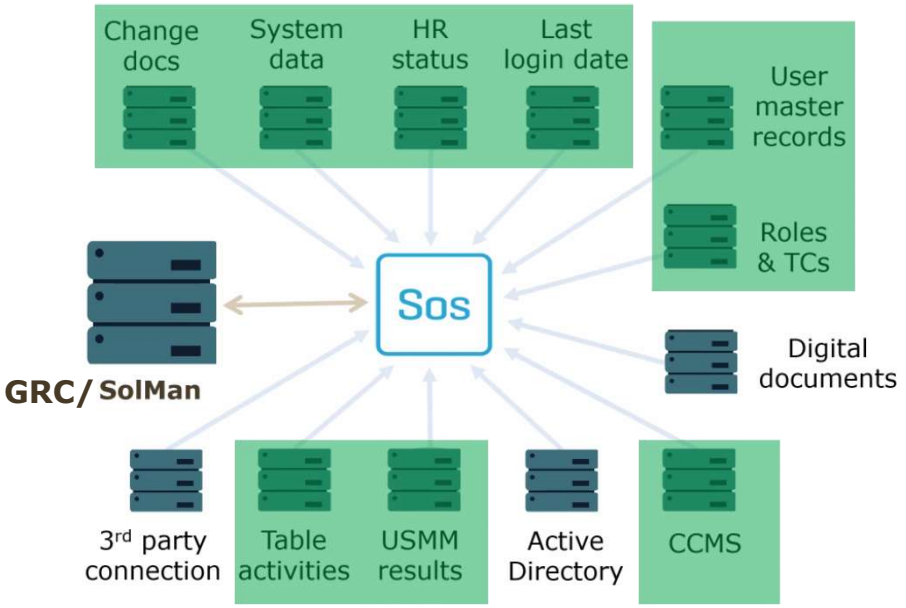
- Account cleanup based on HR data
- Account cleanup based on inactivity (across DTAP landscape)
- License shuffle based on actual usage
  (using STAD data as the source)
- Compliance reporting, historical trends, etc.
- Other housekeeping jobs (duplicate data, etc.)
- Automation of the labor-intensive license management process

Vitens

Flexera SNOW architecture

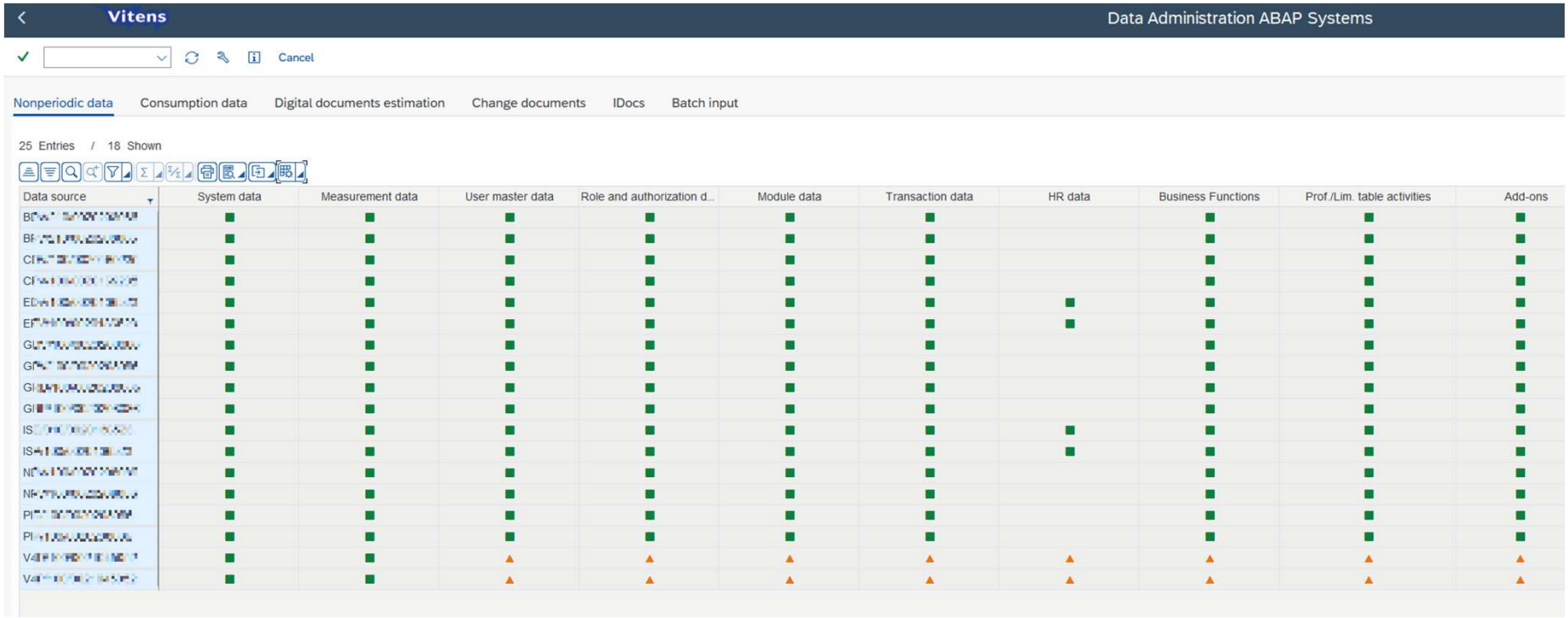
Leveraging factual data

Sos builds a **secure** and **complete** database



Useful features

Is data correctly loaded in Data Administration



SNOW rules

Local rule: VITENS_HRSTATUS Description: Inactive HR status Active: ☑

Rule type: ☑ ABAP ☐ Java UME ☐ HANA ☐ BusinessObjects ☐ Extern

1

Conditions

Condition type	Condition	ABAP condition	Java-UME condition	HANA condition	BusinessObjects condition	External system condition
Data source	Productie systemen	☑	☑	☑	☑	☑
User master data field	Usertype is DIALOG or SERVICE	☑	☐	☐	☐	☐
User master data field	Gebruiker nog niet in dienst	☑	☐	☐	☐	☐
HR status is inactive	HR activity status exists and is expired	☑	☑	☑	☑	☑

Actions

Action type	Action	ABAP action	Java UME action	HANA action	BusinessObjects action	External system action
Set valid-to date (relative)	expire users	☑	☑	☑	☐	☐
Set license type	LT 91	☑	☑	☑	☑	☑
Set user group	Usergroup UIT DIENST	☑	☐	☐	☐	☐

Local rule	Description	Active
VITENS_DEV_EXPIR_180	expire inactive developer 180 days (non S/4HANA)	☑
VITENS_PRO_EXPIRY_90	expire inactive 90 days BW and Gateway	☑
VITENS_PRO_EXPIRY_40	expire inactive 40 days in production	☑

Local rule: VITENS_PRO_EXPIRY_40 Description: expire inactive 40 days in production Active: ☑

2

Rule type: ☑ ABAP ☐ Java UME ☐ HANA ☐ BusinessObjects ☐ Extern

Conditions

Condition type	Condition	ABAP condition	Java-UME condition	HANA condition	BusinessObjects condition	External system condition
Data source	Productive system	☑	☑	☑	☑	☑
User master data field	Dialog/Service users	☑	☐	☐	☐	☐
User master data field	Exception list users	☑	☐	☐	☐	☐
Last logon user	user has not logged on for 40 days	☑	☑	☑	☑	☑

Actions

Action type	Action	ABAP action	Java UME action	HANA action	BusinessObjects action	External system action
Set valid-to date (relative)	expire users	☑	☑	☑	☐	☐
Set license type	LT 91	☑	☑	☑	☑	☑

Ruleset: VITENS_MASTERRULESET Description: Master Ruleset (based on real usage)

Local Rules | Global Rules | Aggregation and consolidation

3

Local rule	Description	Active	Template
VITENS_NON_DIA_SER	Non dialog and service users set to 91	☑	☐
VITENS_DEVELOPER	Developer users on development set to 55	☑	☐
VITENS_NON_DEVELOPER	Dialog and service users on development set to 91	☑	☐
VITENS_REUSER	RE users set to 52	☑	☐
VITENS_SYSTEM_DIALOG	Dialog test users set to 91	☑	☐
VITENS_ESS_TR	ESS profile usage set to 56	☑	☐
VITENS_NOCPU	No usage (no cpu) set to 56	☑	☐
VITENS_EMPLOYEE_TR	Employe profilus usage set to 54	☑	☐
VITENS_MANAGER_TR	Manager profile usage set to 74	☑	☐
VITENS_MOBILE_TR	Mobile profile usage set to 71	☑	☐
VITENS_EXCLUDE_CHECK	Only own user data tcodes profile usage set to 54	☑	☐
VITENS_DEFAULT	If no other rule is true set to 52	☑	☐

	Module	Job Name	System	Omgeving	Program name/command	Variant	Frequency	Description
46	SNOW	SNOW USERMASTERDATA ABAP LOAD	[redacted]LNT100	Productie	[redacted]	[redacted]	Daily	Load usermasterdata from target system
47	SNOW	SNOW STATISTICSDATA ABAP LOAD	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Load full statisticsdata from target system
48	SNOW	SNOW VITENS_HRSTATUS	[redacted]LNT100	Productie	[redacted]	[redacted]	Daily	Safety net for leavers
49	SNOW	SNOW_VITENS_INACTIVITY	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Expire inactive users
50	SNOW	SNOW_VITENS_INACTIVITY_ONTWIKKEL	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Expire inactive users
51	SNOW	SNOW VITENS_MASTERRULESET_PRODUCTIE	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Master Ruleset (based on real usage)
52	SNOW	SNOW VITENS_MASTERRULESET_ONTWIKKEL	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Master Ruleset (based on real usage)
53	SNOW	SNOW_VITENS_USMM_MEASUREMENT	[redacted]LNT100	Productie	[redacted]	[redacted]	Weekly	Starts USMM on target system

Vitens

Feedback and Questions

We hope these past 25 minutes have given you a glimpse into our approach to securing hybrid SAP environments bringing together the best solutions from SAP, Microsoft, and specialized partners like SecurityBridge and Flexera SNOW to create a comprehensive security and compliance framework

