



TTX, Railcars and Freight Car Management Services, Chicago, Illinois  
Accelerating Risk Management Confidence  
through a Practical Approach and Real-  
Time SAP® GRC Access Control

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– Jim Lindsey, Director, Financial Reporting for TTX

#### Balancing Risk and Opportunity

TTX has used SAP ERP and other business applications, including SAP Business Warehouse, SAP Solution Manager and SAP NetWeaver Portal, since 1998. However, in 2011, the company realized that it had a significant, unmet business need. Specifically, TTX's compliance leaders knew they needed to rapidly address potential security vulnerabilities — a large number of segregation of duties (SOD) issues — that were confirmed by an independent risk consultant. In preparing to effectively solve this challenge and inform its board of directors, TTX decision makers knew they needed to present a clear strategy to demonstrate how the security issue would be rapidly and thoroughly resolved as part of a commitment to improving the company's internal controls environment.

After surveying the marketplace for access control software, TTX quickly chose SAP GRC Access Control because of the company's confidence in the application's ability to manage and reduce access risk across the enterprise by preventing unauthorized access and achieving real-time visibility into access. According to Jim Lindsey, Director, Financial Reporting for TTX, this decision was based on a challenging assortment of short- and long-term objectives. He added, "While the biggest aspect of this project was to address our SOD concerns, we also realized that we needed to use this opportunity to invest in a solution that would ensure organizational compliance at all times."

## TTX, Railcars and Freight Car Management Services, Chicago, Illinois

A unique and creative provider to the rail industry since 1955, TTX Company is North America's leading provider of railcars and related freight car management services. The company's pool of railcars – more than 200,000 cars strong - is ideal for supporting shippers in the intermodal, automotive, paper and forest, metals, machinery, wind energy, and other commodity groups where flatcars, boxcars, and gondolas are required. TTX is owned by North America's leading railroads, providing a pool of railcars allowing railroads to conserve their capital for other critical infrastructure needs. More important, however, TTX railcars free-run among railroads providing a fungible asset that minimizes total empty miles, further lowering costs and minimizing risk for the industry. Customers easily recognize TTX's bright yellow cars as a consistent, high quality, well-maintained fleet that serves many transportation needs.



**Name:**  
TTX

**Headquarters:**  
Chicago, Illinois

**Locations:**  
Joliet, Illinois  
Waterford, Michigan  
Jacksonville, Florida and  
North Augusta, South Carolina

**Products / Services:**  
Complete railcar pooling,  
management, maintenance  
and repair services

**Employees:**  
About 1,500 across  
North America

**Web site:**  
[www.ttx.com](http://www.ttx.com)

### TTX Selects itelligence

TTX next faced a decision about the right implementation partner to best meet its requirements, which included achieving an accelerated, 15-week implementation timeline and seamless integration with its back-end SAP ERP system, among other needs. The company also wanted a partner they could trust to stand by them during the project and after to fully support their SAP environment. After conducting an in-depth review of several firms, TTX selected itelligence, which had an existing relationship with TTX providing Application Management Services support.

"itelligence was chosen based on its implementation experience, reputation as an SAP partner and the fact that they came to the table with a unique solution," said Lindsey. "Their approach involved using accelerators that included a complete set of pre-built SOD compliant roles that could adjust to our environment, build composite roles with it, and save a tremendous amount of work."

He added, "We knew itelligence had both the SAP partner credentials and global support capabilities to help us achieve our short- and long-term objectives. Helping us make the decision was the fact that the itelligence implementation team consisted of consultants highly skilled in SAP GRC Access Control who had previous experience with multiple implementations of the application during prior releases."

### Achieving Accelerated Success

The project, which was completed in September of 2011, represented the third North American go live of GRC Access Control v.10. With itelligence's assistance, TTX simultaneously engaged in a security role redesign for the ERP system using the itelligence Secure.it solution comprised of pre-configured SOX-compliant security roles customized to the company's needs. TTX now has the technology infrastructure to support a compliant environment by utilizing SAP GRC Access Controls, including functionality for access risk management, compliant user provisioning, enterprise role management and

super-user privilege management.

Reflecting on the implementation process and its outcomes, Lindsey said, "The experience was beneficial in many ways, most notably the accelerated, 15-week implementation timeline using an agile methodology and the iterative approach to implementation that allowed our business process owners to collaborate in the design stage." He added, "In addition, the itelligence team was able to offer advice on SAP Best Practices in GRC in order to facilitate quick decision making regarding the design of critical processes in the work stream."

Lindsey also credits itelligence for helping TTX achieve significant project efficiencies, with consistent management that provided critical day-to-day reliability. "We decreased or eliminated costs associated with SAP provisioning processes by eliminating manual steps. As an added benefit, the same consultants provided post go-live application support, which provided continuity."

### Managing Risk Reputation

Today, TTX confidently uses SAP GRC Access Control to monitor its financial reporting environment to ensure the reporting of results is high quality and that nothing of an undesirable nature can adversely affect results. TTX also is working to roll out a few other modules that were licensed during the GRC implementation.

"The biggest benefits are that we now have continuously monitored role-based access, security and governance of processes, and risk identification capabilities that didn't previously exist," said Lindsey. He added, "With the risk analysis tools and reports in SAP GRC Access Control, a lay person can understand the data in plain English. Business people need tools that put access in real-world terms that everyone can understand."