Effective logging and reporting make for peace of mind

60,000 documents and an obsolete management system. A solution composed of system silos that cannot communicate with each other. And technology growing wild, fragmented and without transparency. That was the situation at Sund & Bælt when IT boss Peter Hedevang Christensen turned to Microsoft for help in modernizing the organization's IT systems.

Sund & Bælt wanted to get away from a rigid IT system that no longer could live up to the company's wishes for flexibility and compliance. Our staff struggled with an IT solution that was rigid and difficult to work with. Even the smallest adjustment - e.g., when a business partner needed access to a system - had to go through the IT department "We made the change in a gigantic Excel worksheet. Astoundingly complicated and certainly not compliant", remembered Peter Hedevang Christensen. "It was simply not feasible for us to continue down that path. And we are not even talking about the more than 60,000 documents that also were in the system without having any relation to the system's primary function, to deliver information to management.

Microsoft sent Sund & Bælt to 2ndC, and, working together, they found that Sund & Bælt needed a more agile method of managing user access, info and data. A solution that could fulfill the company's requirements for managing processes and personal data in connection with the maintenance of users, access allocation and roles, and which also would make Sund & Bælt compliant with EU's regulations regarding personal data.

To clarify the company's needs, 2ndC and Sund & Bælt did workshops and several analysis meetings, and concluded that the solution should be divided into multiple tracks: "I could see that the solution had to be considered from both a technical and a commercial point of view. Often, we have chosen

to consider even very complex IT projects as one big task, and that can easily end up with the IT part of the solution grabbing all the attention, while the business side gets "forgotten," related Peter Hedevang Christensen. The IT-centric method is a really bad starting point for finding a good solution because the business side is no longer willing to accept that IT will decide on the solution for a business project. In the last analysis, it is

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the business that will be working with the systems, and those people know what they want and what they need. Therefore, we needed, at the very least, to have a separate track that solved the problems and requirements that came from the business side.

We chose to divide the solution up into three tracks: Track 0 and 1, which focus on the IT-technical part of the solution; and Track 2, which takes care of the business part.

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For the IT-technical part of the solution, 2ndC and Sund & Bælt worked together to establish access to the Cloud on a fully scalable platform consisting of Azure AD and Exchange. On the newly created platform, the new and more streamlined management system was established in an environment consisting of SharePoint Online and 2ndC Compliance.

By doing so, Sund & Bælt was able to establish a user-friendly, efficient and scalable identity and access management system with a full logging function. The business functionality that is located in Track 2 consists of, first, creating the desired structure and functionality, and second, to prepare super users to perform administrative data entry functions: to enter personal data, etc. In this way, business and IT functions will be linked through the 2ndC Compliance Suite with regard to the respon-

sibility for compliance with EU personal data regulation. "The Personal Data Regulation is built on the back of previously established processes relating to IT security. Without an IT environment where there are established processes for the management of IT security, it is impossible to be compliant with the Personal Data Regulation", Peter Hedevang Christensen points out, and continues: "2ndC Compliance Suite is a powerful tool in that context, since, besides being able to manage roles and access with complete documentation, it also allows the business to take care of the more routine data entry changes without going through IT.

The documentation function has been especially successful: "The employees who use 2ndC Compliance Suite are very satisfied with the log and reporting functions. It creates confidence in the system because they can easily see who has made changes to both data and user rights. ", explains Peter Hedevang Christensen.

Before Sund & Bælt got that far, however, it was necessary to do the implementation of the new solution in stages and to rethink the deployment process - and there is still a lot to be done. Sund & Bælt's other standard software must, therefore, be integrated with the role management system over time. Even though Sund & Bælt wants a complete cloud solution, that wish is coupled with a realization that it is a process that will inevitably stretch out many years into the future.

What does Sund & Bælt see in a future with 2ndC Compliance Suite? "There are some very exciting things in the pipeline with 2ndC Compliance Suite which we look forward to using - including integration with other systems (e.g., HR) and the possibility of delegating role management, for example, to our partners. But first and foremost, the new platform and the 2ndC Compliance Suite has allowed us to achieve a secure, flexible and business-friendly processing of data and users that will comply with the forthcoming Personal Data Regulation. It gives us peace of mind to finally be at the forefront of the situation", says Sund & Bælt's IT boss Peter Hedevang Christensen.

Sund ≈ Bælt

Sund & Bælt Holding A/S, as the parent company, takes care of the overall management of activities in the 100 % owned subsidiaries A/S Storebaelt, Sund & Bælt Partner A/S, A/S Femern Landanlæg, Femern A/S and Brobizz A/S.

Company headquarters are located in Copenhagen, but Sund & Bælt also has an administration center in Korsør in connection with the Storebæltsbroen payment facility where most of the employees work.

Sund & Bælt had 127 employees (end of 2016), of whom most were working on Storebæltsbroen. There are also approximately 200 contractors from partner companies who do operations and maintenance tasks on the Great Belt Bridge.