



Masimo Consumer's journey to SOX compliance with Soterion

Masimo Consumer improves their Governance, Risk and Compliance (GRC) with Soterion for SAP



Cost-effective solution for GRC



100% support for role redesign project



Visibility and analysis of risk

About Masimo Consumer

Masimo Consumer specialises in high-quality audio equipment for home entertainment. It has its headquarters in California. Its staff are based in more than 100 countries and include musicians, engineers and scientists, and sales and marketing specialists.

Masimo Consumer is one of the world's largest portfolio audio companies and home to several legendary audio brands – Denon®, Marantz®, Bowers and Wilkins, Polk Audio, Classé, Definitive Technology, HEOS, and Boston Acoustics® – each brand with its own philosophy and unique approach to bringing home entertainment to life. With centuries of collective experience, Masimo Consumer oversees the design and manufacture of a diverse array of premium audio products, including loudspeakers, sound bars, AV receivers, wireless speakers, amplifiers, turntables, and headphones. With an innovative approach, Masimo Consumer produced the first audio-visual receivers and sound bars suitable for Amazon's Alexa.

The challenge: Lack of focus on GRC

For a long period, Masimo Consumer didn't have a Governance, Risk and Compliance (GRC) solution in place for their SAP systems. Because of lack of capacity, they only did the minimum to address GRC; but during their annual audit they would be reprimanded about not reviewing authorisations periodically, and Segregation of Duties (SoD) conflicts.

Masimo Consumer realised that the way their authorisations had evolved over time made the set-up overly complicated, and involving composite roles. However, to address these without having detailed insights was an impossible task.

“The Soterion solution does exactly what we need it to do. It's proven to be very effective. We use it daily, not only for firefighter access, but for almost everything SAP authorization and access related.

Marko Lotens, Vice President Information Technology, Masimo Consumer

Soterion solution to address SOX compliance

The situation changed when Masimo Consumer, at the time still called Sound United, was acquired by Masimo, a publicly-listed healthcare device company based in the United States. This meant Masimo Consumer was required to be SOX compliant, and address their GRC challenges.

EPI-USE Labs recommended Soterion solutions. With the additional pressure of being publicly listed, and the tremendous value Soterion provides, Masimo Consumer was able to present a strong business case.



Implementation was a smooth process. I think it's a very intuitive solution; with the whole menu structure, with the tiles, it's easy to find where things are.

Marko Lotens, Vice President Information Technology, Masimo Consumer

Smooth implementation and risk reduction

The onboarding was straightforward, and Masimo Consumer was given training by EPI-USE Labs and Soterion. They also used another consultancy to redesign their roles, who worked in collaboration with Soterion.



The auditor asked who has access to maintaining exchange rates in the system. We could answer that in five minutes with Soterion; we get so much valuable insight.

Marko Lotens, Vice President Information Technology, Masimo Consumer

The benefits Soterion delivers for Masimo Consumer are:



Firefighter access: This is a pivotal requirement from their auditor. Instead of having a separate solution, this is delivered with Soterion.



Facilitation of role redesign: Visibility of access to transactions inside the roles provided by Soterion provides important insight for the role redesign project.



Analysis of risk: Soterion gives the team clear visibility into how access to a transaction can add to existing risk.



Compliance: SoD risk is highlighted, and can be addressed quickly, facilitating SOX compliance.



Business ownership of risk: Masimo Consumer can also see how often a person uses a transaction, and get an accurate overview quickly.



We've seen with this role redesign that the business is genuinely engaged. So people support this and they are also truly impressed if we show them the level of insight that we can get from Soterion. It makes the conversation so much easier and more efficient. It's very helpful, and the way it's displayed is very powerful.

Marko Lotens, Vice President Information Technology, Masimo Consumer

About EPI-USE Labs

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations.

Contact us to find out how we can help you solve your business challenges.

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