

DUBAI ISLAMIC BANK IMPLEMENTING A CASE TRACKING SYSTEM FOR REGULATORY AND COMPLIANCE SERVICES WITH SHAREPOINT

Dubai Islamic Bank (DIB) is a leading bank in the MEA region and is headquartered in Dubai, UAE. It is one of the most progressive Islamic financial institutions in the world with an unparalleled commitment to delivering flexible, innovative, and comprehensive financial solutions that are personalized for their clients. Dar Al Sharia (DAS) is a key department with DIB that provides financial regulatory and compliance services to both the internal departments of the bank and external clients.

The Challenge

The DAS department receives hundreds of requests (internally referred to as "Cases") every month for regulatory compliance and consulting services. Each case has to be filed and serviced using an approval workflow. All cases are tracked against strict Service Levels and reported to management.

The DAS department current case management process largely employed manual files and excel sheets. As the DAS's operations expanded, these manual processes weren't suited to scale with the growing number of cases the department serviced, hindering the overall tracking and resulting in regular SLA breaches. DAS need to address this problem and approached DIB's Information Technology department to provide an automated system to streamline the overall Case Tracking Process capable of scaling with the increased volume of clients and concurrent accounts they serviced.

The Solution

The DIB IT engaged PositiveEdge to develop and implement a customized solution to streamline and automate the case management workflows of the DAS department. PositiveEdge recommended building a platform to host dedicated business applications suited to the DAS's needs. The solution would make use of the underutilized SharePoint assets of the DIB IT and leverage the platform to develop a:



Case Tracking System



Scalable custom application platform to host specialized case management tools.

The proposed solution would cater to the growing apps optimization and scalability needs of the DAS department.

The Benefits

The implemented Case Tracking System is a SharePoint cloud solution accessible to all DAS users on the corporate Intranet that allowed for more streamlined and efficient online case management workflows. It allowed for centralized information accessibility and reach as well as provided:



Automated case approval workflow



Automated SLA tracking supported with notification alerts for adherence



Correlation to the actual (physical) case files



Advanced case search functions with multiple filter conditions and parameters



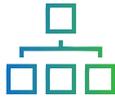
Reports generation and download in major formats (such as PDF, Excel, CSV, TIFF and MSHTML)



Responsive email notifications on case assignment, status changes, and SLA overdue alerts to relevant users.



Configurable system parameters



Seamless accessibility using the Org Active Directory



Configurable and Granular Security using SharePoint Groups

overview

INDUSTRY

Banking and Finance

SOLUTION SUMMARY

Implement a CRM solution, focused on enhancing Regulatory Compliance Consulting case management

TECHNOLOGY

Microsoft® SharePoint
Microsoft® .NET Framework
Microsoft® SQL Server Reporting

BENEFITS

- Streamlined Case management
- Full Case Lifecycle tracking
- Improved adherence to SLAs
- Accurate and Faster Reporting
- Reports in standard formats

RESULTS

- Major milestone in IT Assets leverage (SharePoint licenses)
- Increased Adoption
- Governance of IT Assets and Usage
- More departments interested to streamline applications on SharePoint



The Results

The implemented Case Tracking System enabled the DAS department to streamline case management and perform end-to-end case lifecycle tracking. The resulting workflow efficiencies and automation allowed the DAS to better adhere to their client SLA obligation as well as optimize the total quality of their services.

By leveraging the DIB SharePoint platform, PositiveEdge was not only able to deliver highly specialized business process applications to the DAS, it also managed to help the DIB IT achieve a major milestone in IT Asset governance by evolving the platform from an underutilized asset to a core piece of IT infrastructure that could support the entire bank's business application ecosystem and transform the corporate intranet:



Department-Level Site Collection

Focused apps, content and collaboration, Sub branding



Application consolidation using SharePoint roadmap

efficient IT governance around assets such as Capacity control, Security, Digital Assets, branding etc.

With the success of the success of the Case Tracking System within the DAS, other departments across the DIB expressed interest in streamlining their applications on SharePoint.

ABOUT POSITIVEEDGE SOLUTIONS

Positiveedge Solutions helps customers design, develop and deploy software solutions for critical customer-facing business challenges. With our unparalleled commitment to customer and project success, along with our comprehensive knowledge of Microsoft technologies and broad industry experience and methodologies, we extend the capabilities of core business platforms to create commercial advantage for our customers. By leveraging our unique onshore/offshore delivery model, our consultants work around the clock to provide solutions quickly and cost effectively, which add measurable value to your business.



positiveedge