

A leading financial institution with branches all over UAE

MOSS 2007 Implementation

Solution Overview

Company: A leading financial institution dealing with financial remittance solutions

Country: UAE (United Arab Emirates)

Industry: Financial Services

Business Situation: Growing wealth of information, increase in staff count, increase in the number of internal applications all leading to enormous time consumption in just storing, gathering and querying information. Management was unable to concentrate on the growth and rather were spending time just on setting things alright internally. The company wanted to address this situation in a smart, safe and secure manner.

Solution: The organization choose Microsoft Office SharePoint Server 2007 to address their requirement. MOSS with its inbuilt document & content management, workflow, integration with Microsoft Office, integrated search capabilities etc. greatly helped them to automate and streamline processes.

Benefits:

- Centralized document management
- End user content management
- Automated workflow
- Better top management utilization aiding company growth
- From being reactive to being proactive
- Better employee retention and satisfaction
- All leading to increase in customer base and satisfaction

The Organization

This is a leading financial institution part of a big group based out of Abu Dhabi, UAE. They deal with demand draft, telex remittances, currency exchanges to all countries. They also partner with leading money exchange companies like Western Union, MoneyGram, Xpress Money, Instant Cash etc. The organization has over 200 correspondent banks worldwide.

The Requirement

As years have gone by, the organization had grown in size: in terms of staff, number of branches, staff count and ofcourse revenue. The organization with a humble start of 1 branch in 1996, right now has over 15 branches throughout UAE and is poised to spread its wings throughout the gulf countries. There are multiple systems that the company

runs starting from a transaction processing system, Anti Money Laundering System, HR & Payroll system apart from the mail servers. These systems have either SQL Server or Oracle as their backend. Due to the fast growth, the organization, unknowingly, was sinking into the wealth of data and information that was getting created every day. The top management employees who supposedly should spend time on strategy and growth, starting spending more time in just maintaining those information and responding to employee/customer queries. The employees, with many systems in their beckon but still with a lot of manual processes starting losing interest.

Solution offered by Triad Infotech

Daily, weekly, monthly, yearly reporting requirements were identified. Source of such reports were analyzed and documented. Various employee roles, their requirements and responsibilities were studied. Time consuming manual processes and data exchange between the multiple systems were identified. Security requirements were studied which lead to the knowledge of what each role in the organization should and should not know.

An integrated and web based offering using Microsoft Office SharePoint Server 2007 with SQL Server 2005 suited the situation at best. Document Management libraries were created to store the reports originating from multiple requirements. Custom web parts were written to show the reports from their existing systems inside the SharePoint user interface, thus avoiding the need of even manually uploading the report files in to the libraries. The document libraries were also aided by the picture libraries. A separate site for each department was created. Operations, Business Development, HR, Accounts, each of these departments had their own information displayed in the respective sites. The management element was spread across all of these. The home page had links to common items such as announcements, events, company calendar, previous day sales information, previous day alerts information, IT helpdesk links and common document libraries.

Operations manager and team (spread geographically) were able to see all their reports in one central location. They were also able to communicate effectively through discussion forums and other custom request forms that were created. Any report manually added goes through a three stage approval workflow. Key documents with vital information were also associated with document archival workflows which automatically archived the document after a set period of time.

The business development department was missing a CRM (Custom Relationship Management) system all along. SharePoint came in very handy here and a mini workflow enabled opportunities management provided them a great way to manage their leads. The top management was extremely elated to see the pipeline anytime from anywhere without having to manually ask anyone.

The project management life features of sharepoint came in handy here too, whenever any new branch was opened or any sort of defined work was carried out, it was created as a project inside the SharePoint site and was managed by a designated project owner. Again, the company was able to do things in a more organized way with clear tasks, deadlines. The management which was being reactive now became proactive and came forward to help financially and operationally in completing any project.

The HR department was extremely when a complete Employee Self Service portal was created. The department which was used to receive over 50 calls a day, countless emails asking for information such as pending leave, benefits clarity, reimbursement eligibility, employee referrals almost dried down. The employees were able to just login to the portal and were able to manage their leave, their requests and even refer their friends for open positions listed. Any CV referred went through a workflow where the respective branch manager interviewed the referral before it could be forwarded to the HR department thus reducing a lot of time and leading to higher validation.

The accounts department was able upload all its compliance information, accounting policies and procedures in the portal for all employees to view. Ofcourse, the accounts manager was the most relaxed person when the central bank audit actually came in : he was able to just pull out information within a few minutes from the intranet rather having to search in countless excel sheets and reports.

Microsoft Office Integration

With seamless office integration – Word, Excel, Outlook for features like workflow approval integration, dynamically added initiate workflow options in word or excel with ability to create custom document types made the life of employees very simple and straightforward. With their high familiarity with office applications, adapting a new system was just a walk in the park. The whole system was deployed within a span of 3 months time and the training just took a week!

Integrated Search Capabilities

With SharePoint's inbuilt cross site search capabilities and also the business data catalog feature, the employees found it extremely easy to use the search center in searching across both structured (databases) and unstructured (file servers) data. For example, if they searched for a correspondent bank name like HSBC, it threw all the reports having HSBC in them and also the bank master information from the SQL Server database!