



CASE STUDY

Qatar Islamic Bank Automates Internal Operations with Captaris Workflow

BACKGROUND

Qatar Islamic Bank (QIB), <http://www.qib.com.qa/>, is a leading bank in the State of Qatar. QIB was established in 1982 with a main objective that is summarized in its slogan: "partners in the national progress".

Since its establishment and through its unique services and offerings, QIB was able to build a large customer base in the local market, in addition to extending its operation regionally and worldwide. Today, QIB is recognized as one of the major financial entities in Qatar; its investments in the local market exceed 70 percent of the overall investments. QIB has a large ATM network across the country and its current strategy is to expand to the regional and various markets.

THE CHALLENGE

QIB is currently implementing an ambitious project to upgrade its banking system, which will eventually include deploying 116 additional ATM machines and three electronic banking branches.

QIB realised that in order to achieve a higher level of quality customer service, it needed to automate internal operations in a more efficient manner. The main areas that needed automation included:

- Connecting internal operation between different departments
- Connecting the different branches together through one network and one business automation process
- Adding value to the banking system deployed in QIB, which is based on the Sun Solaris operating system
- Provide services on the Internet that provide online transactions in a secure environment and through direct connection with the internal systems

THE SOLUTION

"As QIB's requirements are continuously increasing, we selected Captaris Workflow because it was the best fit for both our current and future needs."

—Rashed Ali M. S. Al-Kobesi, Executive Manager, IT & Elec. Services Dept., Qatar Islamic Bank..

After studying several workflow solutions, QIB decided that Captaris Workflow, built on Microsoft's .NET platform, was the best fit for its needs. Captaris Workflow was selected for the following reasons:

- The proven track record and large customer database. This provided QIB with a high level of confidence in the product.
- Ease of use for both users and administrators. This shortens the learning curve, and maximizes the initial Return on Investment (ROI) in the long run.
- The ability of Captaris Workflow to integrate with the diverse existing environment in the bank, which spreads through several operating systems and applications.
- Scalability: Since QIB is currently in a transition period to upgrade its systems and expand its operation, it needs a flexible workflow engine that addresses not only today's requirements, but also future expansions in terms of applications, systems and usage. The architecture of Captaris Workflow, which is based on the .NET platform and other Microsoft technologies, ensures this flexibility for future needs, without the need for huge up-front investments.
- The ability to automate the banking system and online services.
- The ability to increase efficiency of the employees and allow managers to monitor their employees' productivity.
- The powerful technical and customer support provided with the product.

At the first stage, QIB is implementing Captaris Workflow to automate the Investment Applications Follow-up system, one of the core applications in the bank. As a second stage, HR operations and employee self-services will be automated. Eventually, QIB plans to deploy around 50 workflows to automate most of its internal operations.

FOR MORE INFORMATION

Captaris - Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, archive, deliver). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information please visit us at www.captaris.com or call +1.800.443.0806.

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