

Empowering Efficiency

Acuvate's Digital Solution for Sharia Team Operations

ABOUT CLIENT

Our customer is a leading bank in the UAE and the 4th largest Islamic bank globally by assets. Head quartered and listed in Abu Dhabi, the Organization was incorporated in 1997 to serve as the first Islamic bank in the Emirate of Abu Dhabi.

Over the last two decades, the organization has demonstrated a consistent track record of growth with assets now totaling USD 39 billion. The bank currently serves more than 1 million customers through a balanced proposition that combines a highly personalized customer experience with world-class digital banking services.

THE CHALLENGE

The Sharia team at the bank encountered challenges in managing requests efficiently. Relying on emails and phone calls to raise requests hindered productivity and lacked a structured workflow. The need for a centralized platform became apparent to streamline helpdesk ticket management, approvals, announcements, and analytics for better decision-making.

Inefficient Request Management

The lack of a centralized system for managing helpdesk tickets led to inefficiencies.

Manual Workflow

The absence of automated workflows for approvals, referrals, and completion resulted in delays.

Communication Gaps

Traditional communication methods led to missed updates and a lack of quick access to information.

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SOLUTION

Streamlining Operations for the Sharia Team: Acuvate's Solution

Acuvate, a leading provider of digital transformation solutions, proposed a comprehensive solution to enhance operational efficiency and productivity for the Sharia team at the bank. Key features included:

Helpdesk Tickets Management

- Introduction of a centralized system for efficient request handling.
- A streamlined process for submitting and tracking helpdesk tickets, ensuring timely resolution.

Workflow Automation

- Implementation of workflow automation to optimize and automate requesting processes.
- Reduction of manual effort, allowing team members to focus on strategic activities.

Announcements and Updates

- Seamless integration of regular announcements and updates.
- Facilitation of better communication and collaboration among team members.

Quick Stats and Analytics Dashboard

- Provision of a detailed analytics dashboard.
- Quick access to key metrics, performance indicators, and analytical insights for informed decision-making.

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TECHNOLOGIES USED



Azure Cognitive Search



Azure Apps



Datalake



Azure Computer Vision



Translation services



Microsoft SharePoint Online

RESULTS

30%

Faster Helpdesk Ticket Resolution

40%

Time Reduction in Approval Processes

25%

Workload Reduction for Enhanced Productivity

20%

Increase in Overall Processing Speed

BENEFITS

- Sharia and ISCG teams efficiently manage helpdesk tickets.
- Seamless workflows simplify the process of asking for information or support, optimizing the process.
- Tracking and detailed analysis reports optimize the team's load.
- Various types of requests are handled in a single, well-organized place.

Conclusion

The Digital Transformation of the Sharia team at this leading UAE bank, facilitated by Acuvate, has not only streamlined operations but has also positioned the bank as a leader in leveraging technology for operational excellence in the banking sector. The quantifiable results underscore the tangible benefits achieved through this transformative initiative.