

# 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.

### InefficientRequest Management

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

#### ManualWorkflow

#### **Communication Gaps**

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

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

## Have A Question? Connect With Us Now

## SOLUTION

## Streamlining Operations for the Sharia Team: Acuvate's Solution

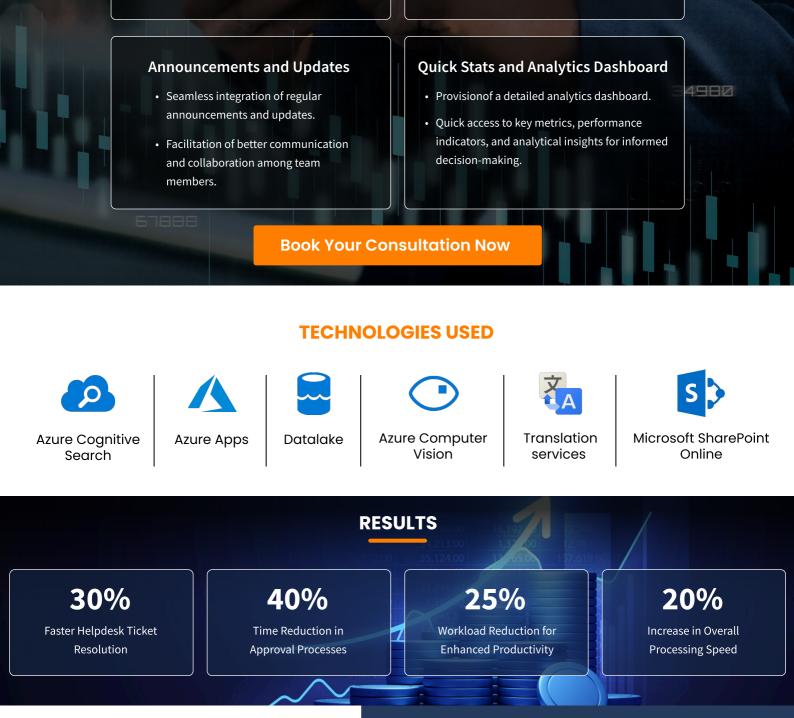
Acuvate, a leading provider of digital transformation solutions, proposed a comprehensive solution to enhance operational efficiency and productivity for the Sharia team at the bank. Key features included:

### 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.



## 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 asingle, 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.

