



## 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 that conducts its operation in compliance with the banking and investment laws of Islamic Shari'a. 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 has built 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, with over 70 percent share of the overall investments in the local market. QIB has a large ATM network across the country and its 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

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*"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..*

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QIB selected Afkar Information Technology, a local Captaris reseller, and Netways, an e-solutions provider, to provide a solution to the challenges facing the bank. Akfar introduced the concept of Business Process Management (BPM) to QIB as the best solution to meet all QIB's requirements. After studying several workflow solutions, QIB decided that Captaris Workflow 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 company and the product.
- Ease-of-use for both users and administrators. This shortens the learning curve and shortens the time until customers see a return on their initial investment.
- The ability of Captaris Workflow to integrate with the diverse existing environment in the bank, which includes several different operating systems and many diverse applications.
- Scalability: Since QIB is currently in a transition period to upgrade its systems and expand its operation, it needed a flexible workflow engine that addresses not only today's requirements, but also its future needs driven by expansion of applications, systems and usage. The architecture of Captaris Workflow, based on the Microsoft .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 through Captaris, Netways and locally by Afkar.

Murhaf Taia, Business Solutions Manager for Afkar, commented, "The hardest part of the solution provided to QIB was designing a business automation solution that could integrate with an array of the different environments within QIB, including their internal banking system and online services. We introduced Captaris Workflow because it met all the criteria set by the bank."

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](http://www.captaris.com) or call +1.800.443.0806.

**Afkar** - Afkar Information Technology, a leading Internet solutions company, provides total business solutions, develops e-services applications, total intranet solutions, and designs and manages professional Web sites, portals and interactive community applications. Our success in the market comes from our ability to understand and enhance our customers' business processes, and provide the solutions that meet their IT needs.

Founded in Qatar in 1997, Afkar has successfully assisted numerous organizations in developing and implementing their Internet strategies. Our client list includes a diverse number of recognized projects in the Gulf Cooperation Council region. For more information about Afkar, please visit the Web site at: <http://www.afkaronline.com>.

**Netways** - Netways is a leading, multinational e-solution provider company, and was the first organization to provide Internet-enabled technology to the Lebanese market in 1995. Its strengths focus upon e-solutions, Business Process Automation, Enterprise Application Integration, content management, e-business security, customized development and database systems, as well as a variety of e-business portals. Employing over 100 staff in Lebanon alone, Netways has proven leadership in building various types of Web-based solutions in the Middle East. <http://www.netways.com>.

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