

***Finance House Bank Gaining Astonishing Growth & Ease through streamlining processes with Dastavez***

Finance House Bank was using multiple pdf forms for their internal and external processes where their relationship manager (RM) in branches ask customers to fill up form with their data and signatures whereas they had to provide all relevant documents like Emirates ID, Trade Licenses etc. Once RM in branches received those documents most of the time there used to be inconsistency and missing information. This lead the RM to correct information and which had to slowed down customer onboarding process. Another key issue was the customers had to present all documents on the printed forms to process their application which once again created redundancy of work. The main goal of the bank is to implement a system with following features and efficiency:

- Increase customer base by achieving customer satisfaction levels, enhance operational efficiency and avoid redendancies.
- End to End process automation of three major processes as customer onboarding, WPS registration and funds transfer intergration with Temnose T24 and WPS System.
- Improve operations, compliance & controls to minimize AML and fraud risk.
- Allow customer to send emails directly to start onboarding with all relevant documents. Dastavez shall verify, validate and intimate customer on real-time based on process criteria.

After extensive research and variety of solutions, the bank realized that enterprise content management along with process automation would big payback in many areas of its operations and enhance Customer Experiance. In addition of keeping its files, secure, audit-proof, streamlining customer onboarding and fund transfer are the big wins. Dastavez is helping the bank to use its office space and personnel more efficiently and economically, meeting the demanding regulatory requirements and plan robustly for disaster recovery. Dastavez offered the bank exceptional value. reducing the cost of scanning and indexing more than one million pages of documents, which easily recouped investment within the year.

## Snapshot

**Industry**  
Banking

**Departments Impacted**  
Customer Relationship, Operation and Compliance

**Objectives**  
Preserve integrity of files. reduce operation costs and redundancy, ensure regulatory compliance; provide for disaster recovery, conduct business more efficiently and economically. Enhance Customer Experience and streamline processes.

Finance House P.J.S.C was established as one of UAE's first "independent" finance companies and commenced operations in July 2004, whose principal activities consist of investments, consumer and commercial financing. These business lines constitute the engines of the company's continued growth. Their mission is to be responsive to clients' needs and provide them with an exceptional financial experience through knowledgeable and dedicated staff. The whole mission is aligned what Dastavez has provided to Finance House through automation and service delivery.

***Toyota Iraq provides world class automobile products and after sales services in Iraq by manage and streamlining Vendors and OEM processes through Dastavez***

Toyota Iraq uses manual process for their daily routine operations including procurement process. Every manual process was involved massive documentation and human interference. They were using excel sheets to manage their recurring process like supplier evaluation & re-evaluation after specific time interval & due payments to vendors against purchase orders. There were no any mechanism of process tracking and to check work performance which ultimately increases their operational cost year by year without any improved efficiency.

Toyota Iraq management was looking for a system which not only automate their manual process but also enable them to move their daily paper operations to paperless operations.

- Supplier on-boarding process with rating criteria helps them to identify the strategic supplier & non-strategic supplier while recurrence of supplier re-evaluation process at specific interval of time enables the management to validate the integrity of supplier.
- Hassle-free dynamic purchase order, credit & advance application process with re-curring payment request and follow different departmental hierarchy and conditions like amount range, type etc.
- System allows to create payment request for outstanding purchase orders to avoid double payments and keep track record of all payments made to suppliers.

Toyota Iraq are using different world class software systems for performing different routine processes like human resource management, payroll, accounting, taxation etc. which they require to run daily operations smoothly. Currently they are using manual processes especially procurement process in excel sheet and it is very difficult for them to track the processes status like what processes have been completed, how many upcoming processes are due, which team is performing which processes or etc. with physical pile up of documents in a warehouse or record keeping room.

Toyota Iraq was established through a partnership between the Japanese Sumitomo Corporation and automotive renown Iraqi businessman. The strategic formation was to utilize the Sumitomo expertise in global corporate business and the local expertise for exclusive distributor for Toyota products in Iraq. Toyota Iraq currently has 3 offices in Baghdad, Erbil, and Basra with around 175 employees and growing.

Toyota Iraq is an automobile company and has a team of talented professionals with decades of experiencing and experts in the realm automobile products and services.

### Snapshot

#### Industry

Automobile

#### Departments Impacted

Procurement, Vendor Selection, Review and Management, Accounting, Auditing, OEM Relationship and Sales Operation

#### Objectives

Supplier Evaluation and Review, Purchase Order Process, Credit & Advance Application, Parts Delivery and Payment Request Process with Integration of Active Directory

***UR Islamic Bank provides Islamic financial services that promote ethics in accordance with Islamic principles in Iraq***

With the creation of the bank in competitive financial market, UR Islamic bank requires one authentic software system to keep their physical document record in digital form which comes from different operational processes like customer on-boarding, human resource, payroll, accounting, taxation and other. It is also the regulatory requirement to keep the bank's financial record with high safe and secured environment. This was a big challenge for their management to take stable and trust worthy archival system which not only reduce their operational cost but also offers safe and secure environment with high security features. They took some system demonstration available in current market but because of loop holes or complexity in their system, UR Islamic bank did not find any suitable solution for their important archival system.

- All type of file formats can be archived. Archived documents can be retrieved and shared safely with version Controlling feature
- Low Code Workflow design which Increase efficiency. Reduce operational cost, strong compliance and control to avoid regulatory penalties.
- OCR enabled to read the text within the file image both in English & Arabic. Automate and streamline manual processes which shifted from people centric to system centric

UR Islamic Bank management was in search since long to implement a low code archival system which can digitize their manual document archiving processes across the bank which can be retrievable at any time. The digital document archival can be accessible & executed via any hand handled devices. The management can get the status of digital archival either in number figures or statistical view.

UR Islamic Bank in respond to our pitch have decided to opt Dastavez-ECM to start their physical documents record keeping into digital document archival system.

## Snapshot

### Industry

Islamic Bank

### Departments Impacted

Head Office, Branches, Accounting, Internal Audit, Vendor Management, Human Resource

### Objectives

Document Management and Digitalization. Reduce operational risk, costs, redundancy and ensuring regulatory compliance. Remove manual documents archiving processes across the bank.

In early 2018 UR Islamic Bank was established as a Private Share Holding Company in Baghdad, Iraq and operating since its inception. UR Islamic banks offers all Islamic banking facilities including current account, saving account, deposit investment account and personal loans to their customers. UR Islamic Bank is one of the fastest growing banks in Iraq and has a team of talented seasoned professionals with decades of experiencing and experts in financial industry. UR Islamic Bank has opened their different branches within Iraq and steadily increasing their branch network with outstanding service pattern.



***Abacus First Solution Gaining Astonishing Growth & Ease through streamlining processes with Dastavez***

Abacus First Solution are performing different routine processes like payroll, accounting, taxation, licensing and lease management etc. which they require to complete before regulatory deadlines and comply with regulations. Previously, they were using manual processes which needed lots of excel sheets and it was very difficult for them to track the processes status like what processes have been completed, how many upcoming processes were due, which team was performing which processes and overall Customer SLA management as per agreement. Besides these manual excel based processes Abacus First Solution are also using Citrix ShareFile on annual subscription-based service to archive their important files or completed process files.

- Increase efficiency, Reduce operational cost, Strong compliance and control to avoid regulatory penalties, Automate and streamline manual processes, Processes shifted from people centric to system centric
- End to End process automation of seven major processes as Payroll, US Taxation, Vendor, Daily Sales reconciliation, Store Compliance, Lease & Licenses and Virtual Monitoring along with intergration of QuickBook.
- Grow client base by managing agreed SLA with satisfaction levels and enhance operational efficiency. Timely notify client through emails and WhatsApp directly with relevant documents.

Abacus First Solution was in search since long to implement a system which can automate their manual processes across the company and the management can get the status of each type of process in number figures, statistical view, centralized client management with SLA of each Outsourcing process, Single Dashboard for their Client where client can view and request specific case and reports. After extensive research, Abacus realized that enterprise content management along with process automation would big payback in many areas of its operations and managed SLA. In addition of keeping its files, secure, audit-proof, streamlining customer onboarding, vendor, lease, and license management along with Client Dashboard are the big wins.

## Snapshot

**Industry**  
Business Process Outsourcing

**Departments Impacted**  
Accounting, Auditing, Payroll, Taxation, Vendor Management, Human Resource, Virtual Management

**Objectives**  
Document and Process Digitalization. Reduce operational risk, costs, redundancy and ensuring regulatory compliance and SLA as per customer agreement, Timely manage Licenses and lease, Customer Dashboard for process status, views, reports and case management.

Abacus First Solution have decided to opt Dastavez-ECM to automate there all manual processes along with document archival to use its office space and personnel more efficiently and economically, meeting the demanding regulatory requirements with exceptional value by reducing the cost of scanning and indexing documents. Abacus First Solution is the USA's based BPO company and has a team of talented professionals with decades of experiencing and experts in the realm accounting, auditing, payroll, taxation and virtual management of human capital financial assets and more. Abacus First Solution are serving across the globe especially in USA, Canada, UK, Australia & Gulf region.