

assyst turns ITIL into hard currency in the Middle East



The Challenge

Already an extremely successful organization experiencing continued growth, Arab Bank recognizes that in order for it to remain at the forefront of its market, it is essential that it continues to be innovative and remain in tune with global IT trends.

For its IT Service Management (ITSM) it was relying on a mixture of tools, either developed in-house or purchased from external suppliers.

A starting point was to launch a Process Enhancement Project, in which working procedures were documented and mapped. Reviews with managers were carried out which included deleting redundant steps, using forms to improve management and follow-up, and identifying workflows to automate processes.

The Solution

ITIL, which has been widely adopted in many parts of the world, was identified by the project team as the key to improving IT operations and quality of service delivery.

Arab Bank realized that, although ITIL awareness was only in its infancy in Jordan, with some large corporates planning to introduce it, it was a growing global trend with which it needed to keep pace, especially in view of its substantial international branch network. Arab Bank believed the introduction of ITIL boosts the image and stature of organizations and their IT centres. Furthermore, implementation of common standards and language was considered a major benefit.

The bank also needed a solution with Arabic language capability and was looking specifically for one that would correct and prevent errors and delays, enhance productivity by identifying and measuring Key Performance Indicators (KPIs), clarify process ownership, roles and responsibilities and improve internal and external co-ordination amongst groups.

About Arab Bank

Arab Bank has 12 IT centres worldwide - in Jordan, Palestine, Egypt, Lebanon, Tunisia, Algeria, Morocco, the United Arab Emirates (serving UAE, Bahrain, Qatar and Yemen), and the UK (serving UK, France, Italy, Spain, Germany, Austria, Cyprus, Singapore, Australia and the USA).

It employs some 6,300 staff, of whom 2,700 are based in its home country Jordan. Each IT centre has its own local team responsible for day-to-day operations, field support and second level support for business staff.

The Global IT Team, located in Amman, is responsible for designing, selecting and implementing systems for all IT centres, and provides third level technical support.

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To achieve this, it decided to implement a single, integrated solution and after a comprehensive review of the market chose the award-winning assyst.

The project committee assessed products based on pre-defined functional and technical requirements, the vendors' capabilities and their proposed approaches and methodologies as well as a financial evaluation.

The bank is also taking advantage of assystDiscovery. assystDiscovery integrates up-to-date asset inventory information from external inventory management into assyst allowing the organization to strategically control its IT infrastructure, one of its largest investments.

A single underlying CMDB is integral to any ITIL-based solution. The CMDB, which provides an accurate inventory of IT resources and the relationships between them, is at the core of assyst instead of being simply a bolt-on as it is with some other ITSM tools.

The Web-based self-service companion product for assyst, assystNET, will also be implemented throughout the bank, allowing staff to log and track their own incidents, easing pressure on the Help Desk and giving end-users greater control and sense of involvement.

Further planned developments include using assyst for managing Service Level Agreements harnessing its Knowledge Base to help Help Desk staff handle Frequently Asked Questions. Correct and swift knowledge retrieval is essential to ensure customer satisfaction, business efficiency and profitability.

Proper implementation of ITIL was regarded as crucial in helping improve service delivery and quality. We needed a solutions supplier who understood it thoroughly.

Mr.Ma'n Zada
Global IT Strategic Planning Senior Manager

Why bank on assyst

Arab Bank was impressed by assyst both before and after the sale. "We knew it was the first organization in the world to achieve certification in BS 15000, the precursor to ISO/IEC 20000 - the international standard for ITSM, and that it had been voted Software Company of the Year,"

Summary

- Standardization, efficient support and economies of scale due to a single, best-of-breed solution.
- Effective and consistent Best Practice IT processes.
- Improved management information available.
- Arabic language version available out of the box.
- Accurate and easily accessible asset and configuration data in a single underlying CMDB.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

