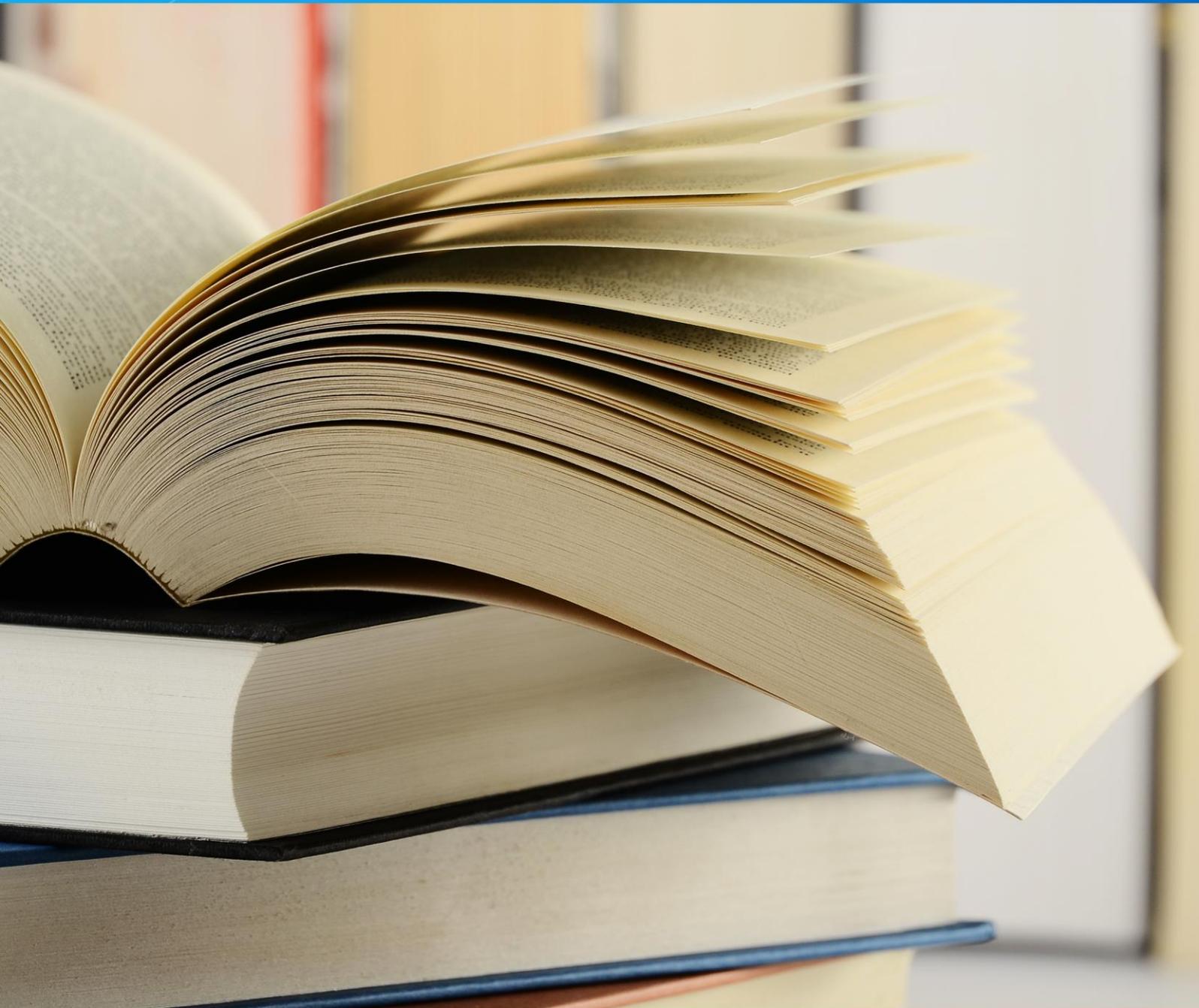




CASE STUDIES

# ITQAN Powers Awqaf with Document Management System



ITQAN has proven itself as the destination to be when organizations face document management problems. As a longstanding partner to Microsoft and Open Text Livelink, ITQAN has collaborated with both technology moguls to enable efficiency and create paperless working environments in organizations around the UAE. The most recent on ITQAN's list of references is Awqaf, The General Authority of Islamic Affairs and Endowment. "It was an immense responsibility to have an organization of this caliber and importance entrust ITQAN on an IT project. We are honored to have this partnership, and assure them that our experience in this domain will undoubtedly pave the way for an implementation that will meet or even exceed their expectation," said Feras Al-Jabi, General Manager of ITQAN Al-Bawardi Computers. The role of Awqaf is fundamentally a cultural one, and entails offering religious guidance in the UAE to instill the principle of moderation in Islam and spread Islamic culture and enhance religious awareness. ITQAN was selected to implement this project based on its hefty experience as an IT solutions provider for the public sector in general, and its expertise in the enterprise content management horizontal in specific.

## Introduction

ITQAN has proven itself as the destination to be when organizations face document management problems. As a longstanding partner to Microsoft and Open Text Livelink, ITQAN has collaborated with both technology moguls to enable efficiency and create paperless working environments in organizations around the UAE. The most recent on ITQAN's list of references is Awqaf, The General Authority of Islamic Affairs and Endowment.

"It was an immense responsibility to have an organization of this caliber and importance entrust ITQAN on an IT project. We are honored to have this partnership, and assure them that our experience in this domain will undoubtedly pave the way for an implementation that will meet or even exceed their expectation," said Feras Al-Jabi, General Manager of ITQAN Al-Bawardi Computers.

The role of Awqaf is fundamentally a cultural one, and entails offering religious guidance in the UAE to instill the principle of moderation in Islam and spread Islamic culture and enhance religious awareness. ITQAN was selected to implement this project based on its hefty experience as an IT solutions provider for the public sector in general, and its expertise in the enterprise content management horizontal in specific.

## The Need

The situation that prompted Awqaf to source a document management solution did not differ much from what you would expect from an organization that did not have a system to automate processes and eradicate the huge stacks of paper. It was truly exhausting for an employee to work around her way of finding a document. In an approximate measure, it was estimated that the duration for a document to be retrieved was one hour on average. This specifically applied to the Finance department, when users were looking for invoices.

The same scenario was evident in all 13 departments of Awqaf. ITQAN's implementation team cites the HR department being one of the most affected by this paper-ridden working environment, to the point that there was actually no space to store the documents.

"It was quite the problematic issue, since it became draining to complete a simple task after taking a considerable amount of time to track down a document. As we say sometimes, searching for a document should not be work per se; it is far from what you are obligated to do as an employee in any organization," said Mohd. Yasser Jouhar, KM Practice Manager in ITQAN.

The execution of processes also lacked the ease of automation. With an enormous amount of documents already stored, the number was on an ever-increasing curve with every request or process among the departments coming into play through more papers and hand-written forms floating around. While the office environment needed to become paperless, there had to be a measure to ensure it won't go back to its older state that was pegged with document storage issues.

The current situation also had the security of the document compromised. At any point it was not particularly difficult for unauthorized personnel to look for some documents, and this was the last straw for Awqaf's top management. A call for a system to transform the working environment was inevitable, and thereon, ITQAN helmed the wheel.

## The Difference

The situation in Awqaf was the perfect scenario for Open Text Livelink to come into action and bring about the much needed transformation. ITQAN and Open Text have deservedly acquired the reputation of being a formidable force in the content management realm, with organizations getting a guarantee for superior efficiency once they are assigned to a project of this nature.

"Our references in this domain are the biggest testimony to our leading edge. With Abu Dhabi Municipality, GASCO, Dolphin Energy, Health Authority – Abu Dhabi, Executive Council, Western Region Development Council, Center of Military Works, TransAD, and Sharjah Control Department, it does not require for anybody to think twice when deciding whether ITQAN is the best fit for an enterprise content management project," assured Al-Jabi.

ITQAN deployed Open Text version 9.7 to have all its modules provide Awqaf with the added value of this content management juggernaut. On top of these is the enterprise scan module, which would facilitate the scanning and archiving of nearly half a million document spread across 13 different departments. The documents that were scanned varied in nature, ranging from everything such as invoices and forms to specific ones such as sermons of Friday prayers and Awqaf's magazine issues.

"The solution has the unique capacity of accommodating all types of documents, in whichever format, language, or even quality. Documents that were stored ever since Awqaf incepted and went through the wear and tear of time became easily integrated to the system," explained Jouhar.

The system is powered by a comprehensive search facility, which enables users to search for documents in the archives, down to their most specific detail. It was a sigh of relief for Awqaf users to know that it will no longer take an hour to find a document. Instead, it is now a matter of seconds. The scanned documents also become automatically indexed and referenced, and are validated and quality checked for the images indexes.

The explorer module in the solution also allowed the integration of Microsoft applications to the document management and archiving system. This was extremely practical seeing that most applications in Awqaf run on Microsoft platforms. All documents exported from these applications will eventually fall into the system, allowing their processing, tracking, and eventually, their storage.

Brava is also part of the system, and this essentially allows users to view documents whichever their format and add annotations. The Livelink forms also enabled the initiation of workflows between users, thus

eliminating the manual and administrative nature of communicating and corresponding with fellow employees that governed the previous working environment.

“The effect of the system needed to be long lasting and preventive. Yes the current document eventually became converted into electronic, paperless versions, but the question remained, what about the new documents? Well the system now created templates of the typical-running forms and documents in Awqaf, and allowed to have them automated through workflows in the system that connects the different users across the departments,” added Al-Jabi.

The solution was licensed to 50 users, and these users did not take much time to get acquainted with it and let go of the initial resistance typically encountered when your mode of daily operations drastically changes. It took two weeks of training for users get familiarized with the system and find their way around it.

Throughout all these features, the security of the documents was strictly maintained, since it allowed managing group policies users. Each department had its own sub-archive folder with sole permissions to the department employees.

“The project did not lack any of the typical challenges, which are second nature to ITQAN by now. After four months, it was a delight to see Awqaf witness a much superior working environment,” said Al-Jabi.