BUSINESS AS USUAL!

Work from home!

WORKSPACE AS A SERVICE

Success Story: Banking& Finance

ALIZZ ISLAMIC BANK IMPROVES STAFF MORALE, ALLOWING 100% WORK FROM HOME

BUSINESS CHALLENGES

Facing the COVID19 pandemic meant that Alizz Islamic Bank had to ensure that all of their banking services continued uninterrupted, while complying with the bank's staff safety policies and new government regulations. Thus, it became evident to enable a remote access system to their banking & office applications whilst ensuring both continuity & security of such applications as well as guaranteeing compliance with local banking governance, meaning that the remote access application had to reside locally.

ODP SOLUTION

ODP's Workspace as a Service (WaaS) powered by Citrix is a type of Virtual Desktop Infrastructure and Virtual Apps, where users can access business applications and corporate data from anywhere, anytime using any device. ODP's solution created a digital workspace that automatically adapts to the bank's needs of full collaboration and content sharing, while working safely and productively from home. Thanks to WaaS, it became possible to enable the banks employees to work from home and continue their daily tasks as if they we in office.

BUSINESS IMPACT

Through WaaS, the bank's employees had remote access to all the banking applications and general office applications (i.e. Email, Share Folder, Desktop) in a safe and secured environment. Furthermore, having the comfort of working from home ultimately led to higher staff morale & increased their performance to keep their customer facing support units at optimum levels.

SNAPSHOT

Challenge

- Business continuity and customer service through uninterrupted banking services, without compromising security

- Ensure our customers and staff are able to use the banking services, as per new government regulations & the Bank's HR policies

- Deploy a locally residing remote access service as per banking governance

Solution

- Swift deployment using ODP's WaaS

- Uninterrupted access to our banking services by both customers and staff

- Cost effective, Industry leading security and compliant service

Impact

- Business continuity while reducing office costs

- High levels of customer and staff satisfaction

- Secure IT performance with constant monitoring

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"With the introduction of ODP's WaaS, it became easier to work from home. I'm able to see my desktop and have all the accesses I need to complete my day to day activities."

- Al Hajri,
Staff Benefits & Services.