BUSINESS AS USUAL!

Work from home!

WORKSPACE AS A SERVICE

Success Story: Banking& Finance

ALIZZ ISLAMIC BANKS'S IT TEAM ACHIEVES OPERATIONAL EFFICIENCY DURING COVID19

BUSINESS CHALLENGES

The declaration of COVID19 as a pandemic introduced in new challenges to Alizz Islamic Bank's IT team as they rushed to ensure that all of their banking services continued uninterrupted, while the workforce prepared to comply with the bank's staff safety policy and new government regulations. Thus, it became evident 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 (VDI) and Virtual Apps, where users can access business applications and corporate data from anywhere, anytime using any device. VDI hosts desktop operating systems on VMs residing on ODP servers, enabling access to data from the bank's server. The service enabled the bank's IT administrators to manage their enterprise applications, desktops & data from a single pane, creating a secure digital perimeter around the employee when accessing enterprise content remotely.

BUSINESS IMPACT

In only 3 days, ODP implemented it's WaaS and allowed a highly secured remote access to the bank's sensitive applications and employee desktops enabling staff to operate on them securely and efficiently. 80% of the bank staff are now working remotely, which ultimately lead to a consistent reduction of office related costs during these economic challenging times.

SNAPSHOT

Challenge

- Provide remote access to banking & office application, without compromising security

- Ensure staff are able to perform their tasks securely and safely, as per new government regulations & Bank HR policies

- Enable a locally residing remote access service, as per banking governance.

Solution

- Quick deployment of ODP's WaaS within 72hrs
- Staff were enabled to access banking and office applications remotely
- All access were securely monitored through a single pane

Impact

- Seamless operation of the bank's security sensitive applications
- Business continuity & customer satisfaction
- Reduced IT related costs (utilities, cooling etc)

> *"We jumped ahead of the curve by taking timely actions to ensure that our IT systems and support staff facilitated our customers to avail uninterrupted banking services during COVID-19."*
>
> - Al Khusaibi,
> Deputy Head of IT