

Powering
Qatar Development
Bank with
**data-driven
transformation**



About the client

Qatar Development Bank (QDB), formerly known as Qatar Industrial Development Bank, was founded in 1997. QDB offers financial services and benefits to different industries dealing in Qatari currency. Some of these industries are health, education, agriculture, etc. The bank has always put in efforts to enhance and enlarge the Qatari currency. With its continued efforts to diversify the local economy with digitization and transformation initiatives, the State of Qatar has increased capital from QR 200 million to QR 12 billion.

At a glance

Qatar Development Bank, a leading bank and financial services provider from Qatar, was looking to upscale its organizational infrastructure and accelerate business agility. Techvista Qatar delivered end-to-end digital transformation at QDB by optimizing multiple business verticals including finance, procurement, HR process, employee operations, vendor collaborations, and information flow within the organization.

The challenges

QDB was dealing with a few shortcomings in its business processes pertaining to procurement and human resources. The major challenge that required the utmost attention was that their systems were all manually operated. This means the bank needed additional resources, and efforts to carry out its routine operations.

Our client had a cumbersome bidding process, manual vendor collaborations, and labor-intensive evaluations of bids, alongside manual opening of tender documents for their procurement processes. As far as HR operations were concerned, service requests, including allowances, leaves, and employee benefits & payments were being processed using old-school procedures that reduced the overall efficiency of HR operations.



Our unique approach

Techvista Qatar provided Qatar Development Bank with **end-to-end digital transformation** by upgrading their Dynamics AX 2009 to Dynamics AX 2012 R3, and setting up loan automation process along with Wage Protection Services (WPS). As part of the implementation, Techvista Qatar automated vendor collaboration, the bidding process, technical and financial un-sealing, and data flow between Enterprise Resource Planning (ERP) and other applications.



The technologies used for QDB's digital transformation included Dynamics AX 2012 R3 with localized payroll, ESS portal, ESS Mobile App, vendor portal and SharePoint Server 2013.

Alongside this, we created a centralized portal through which HR could perform self-servicing. We also developed a comprehensive Employee Self Service (ESS) mobile app for effortless cross-organizational collaboration for QDB.

Techvista Qatar upscaled Microsoft Dynamics AX 2009 to AX 2012 R3 at QDB. The features that were part of the implementation and upgradation process included a vendor portal, e-tendering features; including technical and techno-commercial evaluations, Finance, Procurement, Human Resources and Payroll, ESS, a comprehensive mobile app, and tailor-made customizations in existing AX functionalities.

The project was divided into two phases, the first phase involved ERP upgradation, while the second phase incorporated CRs and support.

The upgrade process delivered by Techvista Qatar consisted of the following steps:

- A detailed assessment of the existing infrastructure
- Code execution and data upgradation on test environments
- Preparation to upgrade on production environment
- During the assessment, upgrade analysis and code were executed while deploying the demo environment to identify and estimate gaps

At the end of the project, a detailed project plan including documentation of user requirements, system configuration, design and architecture was produced. After the assessment, new code was developed while the data was upgraded in development and sandbox environment with validation being carried out in the subsequent stage. The code execution and update validation testing included CRP results documentation, unit, documentation for integration test scripts and User Acceptance Testing (UAT) scripts.

Professional services delivered by Techvista Qatar were extensive with feature-rich customizations to Dynamics AX 2012 R3, making the solution completely out-of-the-box and a key agility driver for QDB. Techvista Qatar, to this day, is proudly supporting QDB for its infrastructure and environment optimization.

Business outcomes

After Techvista Qatar upgraded QDB's Microsoft Dynamics 2009 to AX 2012, customer satisfaction levels improved throughout various departments, stated below:



Human Resources

From **70%** to **90%**
(Only 2 days to process
a service request)



Procurement

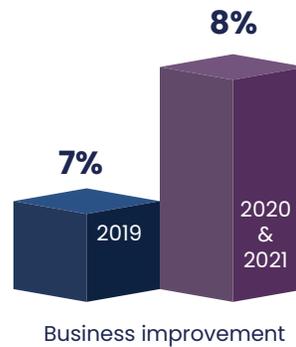
From **50%** to **95%**



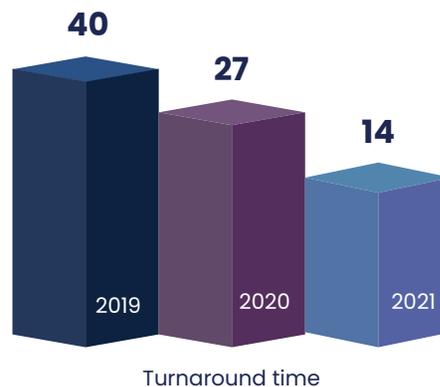
Finance

Remained **100%**
consistent

QDB's improved their return on investment (ROI) over the years:



QDB's procurement process was relatively streamlined after Techvista Qatar carried out implementation at the client end, as depicted:



- **Wage protection services (WPS)** enabled automated validation and verification of employee salaries directly through the Qatar Central Bank.
- The **vendor portal** provided QDB with efficient procurement and vendor bidding process. It helped them shortlist and select their vendors efficiently.
- **ESS portal and mobile application** services were now fine-tuned and user-friendly which enabled users to effortlessly access their details including allowances, leaves, expenses, and benefits.

Enabling a Digital Tomorrow

Techvista Qatar aspires and strives to solve complex business problems and present viable, and cost-effective solutions to our clients by drawing a clearer picture of their future roadmap, and we do that by digitally transforming their infrastructure. We successfully embed disruptive digital solutions into their existing functionalities and enable them to be the trendsetters in the business landscape - without compromising on the quality and precision of our work.

With the help of our innovative project delivery model, we combine the benefits of onsite agility and offshore affordability to provide superior value to our clients.

To find out how we digitally enable your organizations by automating the functionalities to see beyond the horizons and set benchmarks, visit us at www.techvistasystems.qa