opentext™

SUCCESS STORY

Al Ahli Bank of Kuwait (ABK)

Industry
• Financial Services

Solution
• OpenText™ Content Suite

Partner
• MGS

Results

Reduced customer documentation processing time from days to hours or minutes

Improved overall customer service with better document handling and process automation

Eliminated document loss

Enhanced collaboration between bank branches and back-office functions

Al Ahli Bank of Kuwait transforms customer documentation handling with OpenText

Bank saves time, increases collaboration and improves customer service with OpenText Content Suite

"In some cases, processes that used to take two or three days have been reduced to just hours or even minutes. OpenText Content Suite helped us speed up and simplify processes, eliminating document loss and improving visibility."

Laila Ahmed
Area Operations Manager (EDMS Retail Banking Project Manager)
Al Ahli Bank of Kuwait
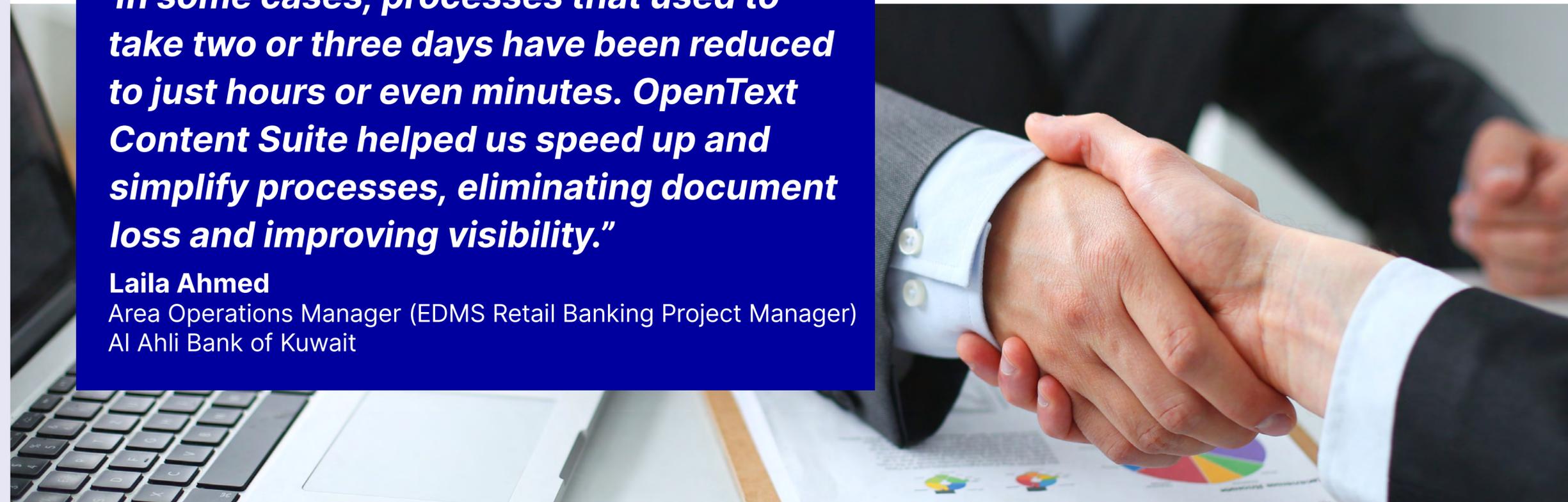
Since it was founded in 1967, Al Ahli Bank of Kuwait (ABK) has become one of the leading Kuwaiti banks, with a total of 74 branches in Kuwait, Egypt and the UAE, providing a wide range of banking services and products for both retail and corporate customers.

Customer transactions often involve numerous paper documents, which get transferred between various departments. This reliance on paper flow increases the processing time for decisions. The bank wanted to improve customer service by automating the documentation process by bringing in a workflow solution to speed up decision-making.

Charbel Nammour, Assistant General Manager, Retail Banking at Al Ahli Bank of Kuwait, said, *"We needed to introduce workflow processes to improve visibility and enhance the customer experience. OpenText partner MGS, who has supported us for many years, presented OpenText™ Content Suite as a potential solution for our requirements. We were impressed by the speed, accuracy and audit capabilities of Content Suite and the potential to integrate it with our core banking system."*

Among the many objectives of the new Content Suite solution, ABK wanted to reduce the time a customer had to wait for an approval or a response to a query. *"In some cases, processes that used to take two or three days have been reduced to just hours or even minutes. OpenText Content Suite helped us speed up and simplify processes, eliminating document loss and improving visibility.*

With documents securely captured, processes are now triggered automatically," said Laila Ahmed, Area Operations Manager (EDMS Retail Banking Project Manager). For example, the solution integrates seamlessly with Microsoft® Outlook® to enable alerts to be sent via email, for example from a branch location to head office.

With an audit trail captured at every step, it is extremely straightforward to see the document history if queries arise later. To date, approximately 60 key processes have been converted from paper to digital with more planned processes to come.
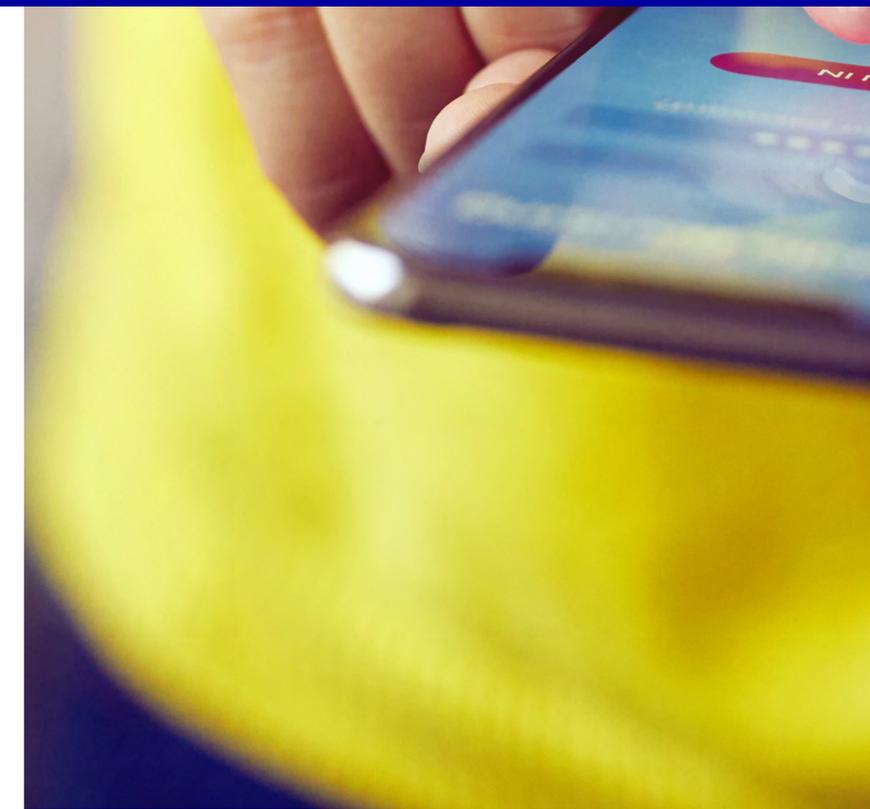
"Using OpenText Content Suite, collaboration has improved between the various teams and functions in both our branches and in back-office roles," said Nammour. Not only are customers happier with the new digital solution, staff have also commented on the clear benefits and value of implementing the solution as it helps them better serve ABK's clients.

Other benefits include faster access to documentation and a reduction in pulling multiple document versions, as well as decreased storage costs and improved productivity.

"We have made significant gains in terms of time savings and with integration into our core banking system, we will maximize cost savings as well," said Nammour. *"We are very happy with the OpenText Content Suite solution and look forward to finding new ways to leverage it in the future."*

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Charbel M. Nammour
Assistant General Manager,
Retail Banking
Al Ahli Bank of Kuwait

About MGS

MGS is a leader in providing specialized enterprise IT and business solutions and consultancy services. The company provides quality, world-class, brand-name IT business solutions, reliable and professional services and unparalleled customer service through IT applications. MGS also offers, in particular, Enterprise Content Management (ECM) solutions. MGS partners with global vendors such as OpenText, SAP® and others to provide a wide range of unique business solutions and services. MGS currently operates through three offices: Kuwait, Riyadh and Beirut. For more information, please visit: **mgs-tech.com**.
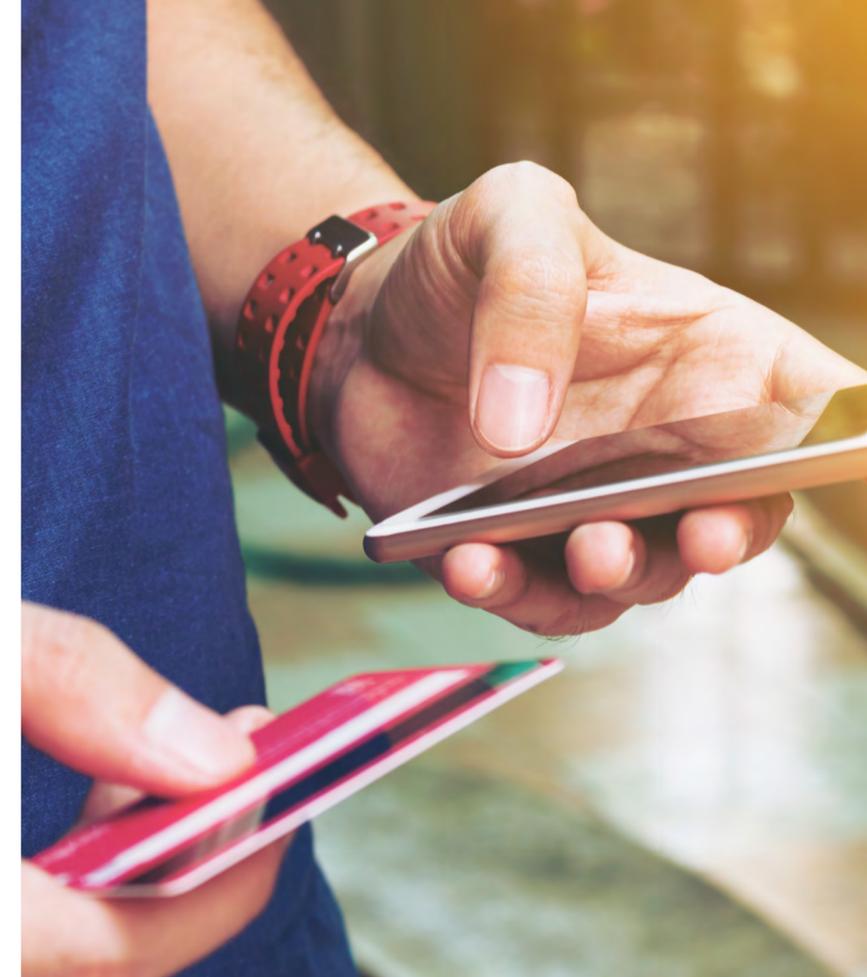
About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit **opentext.com**.

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