Abu Dhabi Judicial Department enhances customer service with assyst

IFS assyst

Key statistics

95%
reduction of paper-based service requests

90%
SLA improvement (resulting in increased customer satisfaction and tool adoption)

94%
increase in service desk efficiency

100%
of tickets received through self-service

100k
Total requests in the last 3 Years:

JUDICIAL DEPARTMENT

Abu Dhabi Judicial Department

Location: Abu Dhabi
Industry: Government
Employees: 3000
Founded: 2007

About Abu Dhabi Judicial Department

In 2006, the Abu Dhabi Government launched a historic government-wide restructuring program. The goal of the program is to create a cohesive government structure that will provide comprehensive world class services to the residents, visitors and businesses. The program was also intended to translate the ambitious vision of placing the Emirate of Abu Dhabi gradually on the list of the world five best governments.

Based on this vision, His Highness Sheikh Khalifa Bin Zayed Al Nahyan, in His Capacity as the Ruler of the Emirate of Abu Dhabi, issued a law to restructure Abu Dhabi Judicial Department (ADJD). The law represented a first step in Abu Dhabi's pursuit to establish a world class independent judicial system that administers justice impartially and safeguards the rule of the law.

The Vision for the Abu Dhabi Judicial Department (ADJD) is to become an efficient and independent judicial system based on excellence that provides world class judicial services that respond to the changing needs of its residents, visitors and business partners. The vision is based on the Department's values of maintaining judicial independence, fairness and integrity, customer service, commitment to excellence and teamwork.

The Challenge

Service Management at ADJD consisted of basic ticketing functionality, to a large extend it was a manual task that involved large amounts of paperwork. There was no database available for IT tasks and actions, leading to inconsistencies, overlooked service requests, and uncertainty in process execution.

ADJD recognized the need to modernize service management not just for IT but across all departments, to accommodate their growing organization's complexity and ambitions. ADJD's IT team aspired to professionalize service management and offer better services to its clients, this was also needed to support the increasing complexity of the growing organisation and its ambitions. There was a strong increase in complex demands and a lack of integration capabilities, its legacy service management tool BMC Service Desk Express needed replacement with a tool capable to deliver simplified and standardized services to the wider organisation to ensure end users can access integrated, user-friendly services from a single point of contact.

In a public tender, a number of service management solutions were evaluated, including ServiceNow, BMC and LANDesk. assyst emerged as the preferred choice due to its robust capabilities, Arabic interface, ease of administration, as well as the presence of a dedicated and experienced assyst team in the UAE region, readily available to provide support and consultancy.

The Solution

assyst is easy to configure and this allowed ADJD to go live with on-premise assyst within 4 months, consequently the tool has been updated with new releases to ensure ADJD can benefit from new features and functionalities. assyst has been implemented to ensure integration with ADJD core applications and monitoring tools including Oracle ERP, payment and SMS Gateway.

❝ With E-Khidma, we now have a true view of our services and powerful process automation across our entire organisation, providing our staff with comprehensive world class services in line with our vision and as we grow we can add more and more automation. This enables us to save time and money.”

**Khawla AlQubaisi, Director of Information Technology**

The self-service portal branded e-KHidma, powered by assyst, provides a one-stop-shop to find information, seek help and fix issues faster. Over 700 services are now supported in assyst ranging from IT Services to Legal Services, taking it beyond the realms of IT. The multilingual Self-service portal is available in English and Arabic, but a translation integration feature allows end users to raise requests in any language.

The Results

Today, assyst's service management platform plays a pivotal role in supporting service requests from all ADJD departments, transcending IT to encompass HR, Legal, Finance, Courts, and Prosecution. This holistic approach provides complete visibility into ongoing activities, enhancing overall efficiency.

Multichannel support ensures that employees can engage with the service desk in a manner most convenient for them. The self-service portal, e-KHidma, accessible online, acts as a One-Stop Shop for employees to access services from various departments, complete with real-time request status updates.

The COVID-19 pandemic underscored the platform's importance, enabling ADJD to continue court hearings and judicial requests remotely, ensuring staff could work efficiently from home. The E-Khidma Portal played a pivotal role in regulating support availability for all staff.
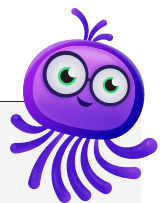
About IFS assyst

Our goal is to graduate teammates from mere operational slaves to transformative change-agents. Giving them back the time and energy needed to build the future. Automation looks after the routine work that happens every day so your people can progress the projects that really matter.

Less routine, more creativity.
Simple automation is the key to this change.
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