



RCJY's Journey to Cohesive Service Operations

One Platform, Five Cities



Overview

The Royal Commission for Jubail & Yanbu (RCJY) operates in a complex environment, supporting multiple sectors including industrial operations, healthcare, and education across five major cities. Over time, its rapid growth and the geographic distribution of the cities led to a fragmented approach to service management. Each city and department had its own tools and processes, resulting in inconsistent service delivery, duplicated efforts, and unintegrated processes across the organization.

As RCJY consolidated its IT functions under a single strategic unit, it became clear that the existing patchwork of legacy systems could no longer support its scale or ambitions. Service teams were struggling to manage operations efficiently, and decision-makers lacked reliable data to drive improvement. These challenges prompted a broader effort to unify service management, standardize operations, and build a more resilient and scalable digital foundation.

This transformation marked a shift from isolated tools to a centralized platform that could support both operational efficiency and long-term innovation. With a clear focus on user experience, automation, and cross-functional collaboration, RCJY began its journey toward a more connected and responsive service model.

Challenges

Before implementing IFS assyst, RCJY faced a number of significant challenges tied to its fragmented system landscape. Each city and business unit relied on its own tools, which created data silos, duplicated efforts, and inconsistent reporting. This environment made it difficult to manage workflows efficiently or deliver unified user experiences. As a result, it was nearly impossible to generate reliable statistics or track performance in a meaningful way.

About RCJY

The Royal Commission for Jubail & Yanbu (RCJY) plays a critical role in Saudi Arabia's industrial and public service sectors. It operates across five major cities: Riyadh, Jubail, Yanbu, Ras Al-Khair, and Jazan. RCJY's remit extends beyond the development and management of industrial cities, covering healthcare, education, and business services. Although it is government-affiliated, RCJY manages a complex and expansive network of digital services that supports over 14,000 users. This workforce relies on consistent, reliable service delivery across a wide range of departments and locations.



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Royal Commission for Jubail & Yanbu



Each city was using a different tool, with its own SLAs and reporting structures. Monitoring operations and providing unified services was a real challenge that demand long time and great effort."

Nawaf Mansour Ayash Al-Enazi,
IT Services Support Section Manager, RCJY

The situation became more complex after the consolidation of RCJY's IT departments into a central unit. The organization recognized that the existing tools could not support its growing operational demands. The need to enhance efficiency, eliminate redundant systems, and establish consistency across all RCJY entities prompted the decision to seek a unified, scalable ITSM solution.

Solution

Following a thorough evaluation of three shortlisted platforms, RCJY selected IFS assyst based on its usability, adaptability, and ease of integration with existing systems. Management chose the platform after a technical review demonstrated its suitability for RCJY's diverse and large-scale requirements.



Ease of use and integration with our existing systems were decisive factors. These made it easier to operate efficiently and make better use of our resources."

Nawaf Mansour Ayash Al-Enazi,
IT Services Support Section Manager, RCJY

The implementation process was methodical and phased. It began with four months of requirements gathering, followed by six months of rollout and go-live activities. Local teams in each of the five cities received training tailored to their operational needs, ensuring a smooth transition and effective adoption. While RCJY faced

challenges adjusting to the new processes, ongoing support and collaboration with the IFS team enabled the organization to navigate these changes successfully.

The integration of Oracle databases and LDAP servers proved to be a critical factor in the platform's effectiveness. These integrations allowed for automated ticket assignment based on user location, streamlined identity management, and improved workflow efficiency. In addition, RCJY customized the end-user survey interface to align with ITIL standards, improving the collection of feedback and enhancing overall user engagement.

Results

The move to IFS assyst has delivered clear and measurable improvements across RCJY's operations. Monthly ticket volumes rose by 25%, reflecting stronger user engagement driven by a more accessible platform and improved self-service experience. Ticket resolution time dropped by 10%, thanks to a centralized SLA structure and unified reporting, which replaced the inconsistent tracking across multiple legacy tools.

User satisfaction also improved significantly. A redesigned survey mechanism revealed a 95% satisfaction rate in the first quarter after go-live, highlighting gains in responsiveness and usability. Service automation further boosted efficiency, with seven main services and 52 sub-services streamlined, resulting in a 17% reduction in routine execution time.



We've seen a 10% decrease in average ticket resolution time and 95% customer satisfaction in the first quarter. That's a big improvement."

Nawaf Mansour Ayash Al-Enazi,
IT Services Support Section Manager, RCJY

The consolidation of four systems into one also brought notable cost savings and improved productivity. Teams are now more consistent and responsive across all five cities, with a single platform supporting more reliable and professional service delivery across RCJY's diverse departments.

Looking Ahead

RCJY continues to view service modernization as a strategic priority. Plans include expanding IFS assyst's capabilities with intelligent features such as chatbots and AI-driven service requests.

With IFS assyst, RCJY achieved:

- 25% increase in ticket volumes
- 10% decrease in ticket resolution time
- 95% user satisfaction rate
- 17% reduction in routine execution time

These enhancements will help the organization deliver faster, more personalized support while reducing the burden on internal teams.

Another key focus area is the expansion of digital services within HR and healthcare departments, particularly for first and second-line support. As part of its next phase, RCJY will also prioritize deeper integration between systems to ensure more seamless data flow and coordinated service delivery.

For organizations managing complex, distributed operations, RCJY recommends investing in flexible, unified solutions that emphasize user experience and operational control. The Commission's experience demonstrates how modern service management can create measurable improvements in efficiency, responsiveness, and satisfaction when implemented with the right level of strategic alignment and cross-team collaboration.

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**This wasn't just a technical project.
It was a collaborative experience.
The strong coordination between RCJY
and IFS was the key to overcoming the
challenges and delivering a solution
that truly works for us."**

Nawaf Mansour Ayash Al-Enazi,
IT Services Support Section Manager, RCJY

Find out more

Further information, e-mail
assystme@ifs.com, contact your
local IFS office or visit our web site,
assyst.ifs.com

