



**BUSINESS
AS USUAL!**

**Work from
home!**

**WORKSPACE
AS A SERVICE**

**Success Story:
Banking &
Finance**

ALIZZ ISLAMIC BANK CONTINUES BUSINESS AS USUAL DURING COVID19 WITHOUT COMPROMISING ON SECURITY



BUSINESS CHALLENGES

The COVID19 pandemic threw an unprecedented challenge on the management of Alizz Islamic Bank as they prepared to ensure uninterrupted banking services, while complying with staff safety policy and new government regulations. Thus, it became evident to deploy a remote access system to their banking & office applications while guaranteeing compliance with local banking governance, meaning that the remote access service used had to reside locally.



ODP SOLUTION

ODP Workspace as a Service (WaaS) powered by Citrix is a type of Virtual Desktop Infrastructure and Virtual Apps, where users can access business applications and corporate data from anywhere, anytime using any device. ODP's solution overwhelmingly satisfied the requirements of the bank's management team. The solution was not only compliant with local banking governance, which required the service used to reside locally, but also enabled a digital workspace that boosted employee productivity and collaboration.



BUSINESS IMPACT

With ODP's WaaS solution, the bank achieved a 100% remote working environment, allowing employees to have secure access to their machines containing both the bank's own as well as generic office applications. The "New Normal" of working from home was achieved via a quick deployment, which did not compromise security. Additionally, thanks to WaaS, Alizz Islamic Bank could guarantee business continuity without compromising IT security while achieving a reduction in its office related costs.

SNAPSHOT

Challenge

- Business continuity and customer service through uninterrupted banking services, without compromising security
- Ensure our customers and staff are able to use the banking services, as per new government regulations & the Bank's HR policies
- Deploy a locally residing remote access service as per banking governance

Solution

- Swift deployment using ODP's WaaS
- Uninterrupted access to our banking services by both customers and staff
- Cost effective, Industry leading security and compliant service

Impact

- Business continuity while reducing office costs
- High levels of customer and staff satisfaction
- Secure IT performance with constant monitoring



"We wanted to achieve 100% working from home in order to ensure that our customers can continue to use our services safely and securely during these challenging times. ODP's WaaS helped us to do that in record time".

- Al Balushi, Head of Information Security

