

The Institution

The Centennial Fund is a non-profit institution aiming to help young Saudi Arabian citizens attain financial independence through their own investment and self employment. TCF has 500 employees.

The Challenge

To better serve its clients, TCF wanted to create a single point of access for employees and clients to use a virtual office that would meet business needs and offer a complete information system.

The Solution

TCF adopted a service-oriented Web portal that included Internet and intranet functionalities to satisfy employee and customer needs.

The Benefits

- Reduced workload for employees
- Easy access to information
- Increased collaboration through virtual desktop
- Reduced operational costs
- Improved decision-making
- Renewal of corporate identity

The Centennial Fund Institution Streamlines Project Management with Investment Framework

Overview

The Centennial Fund (TCF) has a mandate to help young Saudi Arabian citizens achieve independence through investment. TCF wants to maintain its status as a pioneer in a competitive market while covering an increasing expanse of the Kingdom of Saudi Arabia through its growing number of branches. To achieve this, it wanted to establish a complete solution that would support its corporate identity over the Internet and its intranet, helping it to automate business processes internally and better manage the fund's investment projects and customer relationships. It also wanted to connect its employees and clients using the latest technology. TCF decided to engage Microsoft and Microsoft® Gold Certified Partner Netways Arabia to help realize its vision.

The Institution

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TCF is committed to the growth of the Saudi Arabian economy and receives a wide range of support from local enterprises such as Sabic and the National Commercial Bank. Under the sponsorship of His Royal Highness Prince Abdul Aziz bin Abdullah bin Abdul Aziz, TCF is focused on helping young Saudi Arabian investors and strengthening the private sector.

TCF has offices spread across the kingdom to meet the needs of young regional investors. Specialist freelance workers also make up a large part of the institution, offering the younger generation the benefit of their experience.





The Challenge

TCF wanted to create a single point of communication to ease the flow of information among these groups. The organization planned a centralized workplace to gather data from its electronic applications and a unified desktop to satisfy employee and customer needs. It required the solution to provide a complete suite of collaborative management and service capabilities—all with a familiar user experience based on Microsoft® Office.

A fundamental objective of the project was to give TCF employees the tools to manage projects and clients and generate a variety of reports. The solution needed to foster more effective use of information and provide public access to TCF services, creating a virtual office in the process.

The Solution

TCF decided to deploy an infrastructure supported by Microsoft solutions and integrated with products from Microsoft Gold Certified Partner Netways Arabia. An important consideration for the organization was to deliver and publish information to multiple Web sites efficiently, while maintaining consistent branding control. Using Microsoft Content Management Server, TCF developed a user-friendly Web site where Saudi Arabian citizens could request loans and services and access the organization's contact information.

From within the application—based on Microsoft .NET—registered Saudi Arabians can apply for a loan online once their applications have been filtered and validated by the Ministry of the Interior's automated process. Members can also partially fill in applications and return to complete them at a later date.

With the workflow's streamlining features, TCF can allocate applications for evaluation based on the workload of its agents.

TCF deployed an intelligent portal powered by Microsoft Office SharePoint® Portal Server to connect users, teams, and knowledge seamlessly, allowing people to work more efficiently. Authorized employees can now visit the TCF intranet portal, Virtual Office, where they can access a number of desktop tools.

Captaris Workflow Task List is one tool providing TCF with flexible, integrated workflow solutions, which have improved productivity, accountability, and compliancy across the enterprise. Captaris Workflow is tightly integrated with Office SharePoint Server, so TCF can manage individual work tasks within familiar Microsoft programs.

Using Microsoft SharePoint Server integrated with Captaris Alchemy, TCF librarians can store structured and unstructured content in the proper document folders for each project. This solution helped TCF streamline procedures in the projects department, where physical document handling was becoming increasingly disorganized. Project information is stored by Microsoft Dynamics™ CRM and is available for TCF mentors to access. TCF accountants now keep the project's financial record updated using the Microsoft Dynamics GP business solution.

E-mail and SMS facilities and solutions for e-fax and instant messaging have been introduced. With the implementation of the Captaris RightFax fax server, TCF can deliver business information securely and efficiently from virtually any application, including fax, e-mail, print devices, or the Internet.

And Microsoft Office Live Communications Server provides real-time presence and IM sharing capabilities between counselors, customers, and partners. Members can instantly find and communicate with each other and connect in real time to an environment where authentication, encryption, and logging ensure the security of information.

The Benefits

TCF employees can manage projects more effectively with a variety of reporting tools at their disposal. Information flow across the organization has been streamlined, giving TCF customers easy access to data and applications. The solution brings together team members from both inside and outside the organization and has increased productivity by allowing people to see the virtual location or online presence of their colleagues, promoting fast, organic conversation and collaboration.

Complete Business View

TCF can access all the information, documents, and applications it uses through SharePoint Server 2003. Employees can now find and reuse relevant information from systems and reports and quickly locate and access documents, projects, and best practices by searching or browsing the portal.

Automated Business Processes

Alerts now notify knowledge workers when relevant files, tasks, and information need to be accessed. The solution has made it easy for business units, teams, and individuals to contribute content and knowledge to applications. TCF has reduced overheads with the provision of around-the-clock self-service e-form applications, while systems automation has decreased the amount of paperwork communications and duplicate data entry—reflecting an organizational shift from manual and time-consuming processes to paperless, digitized ones.

Employee Virtual Desktop

A collaborative and shared virtual desktop effortlessly brings together team members from inside and outside the company without IT assistance. Always knowing the virtual location or online presence of colleagues promotes fast, organic conversation and collaboration. All TCF employees use a common interface, where they can access desktop tools they use frequently according to their role in the organization.

Familiar Interfaces and Tools

TCF recognized that new technologies often fail because they are too hard to use. Few employees have time to attend lengthy training courses. The TCF solution speeds user adoption and lowers training costs by using a familiar browser interface and allowing users to perform tasks within the same screen.

Customer and Loan Tracking

The business applications adopted by TCF have helped managers to monitor customer information and ensure project and loan information is centrally managed. This centralization has given decision-makers a bird's eye view of integration through the corporate portal and Business Activity Monitoring.

Single Sign-On Solution

TCF now has the ability to authenticate and authorize users to access all information, business processes, applications, and systems from within a single interface without the need to enter multiple passwords. Single sign-on provides a more manageable user experience and the consolidation of Web login services. It also decouples the authentication architectures of independent applications.



Technologies used

- Microsoft .NET Framework
- Microsoft Content Management Server 2002
- Microsoft Dynamics CRM 3.0
- Microsoft Dynamics GP 9.0
- Microsoft Exchange Server 2003
- Microsoft Office Communications Server 2003
- Microsoft Office SharePoint Portal Server 2003
- Microsoft SQL Server 2000
- Microsoft Visual Studio .NET 2003
- Microsoft Windows Server 2003 Enterprise Edition
- Captaris Workflow
- Captaris Alchemy
- Captaris RightFax

Who are we?

Netways is a Microsoft Gold Certified Partner with competencies in Information Worker and Business Solutions. Our solutions target a wide array of enterprise and small and medium size business challenges. In addition to our partnership with Microsoft, Netways has a well-built alliance with Captaris for providing fax automation, document management, and business process automation solutions. By leveraging our deep industry and technical expertise, Netways is able to provide customized end-to-end solutions for clients based on worldwide standards. The services we provide include consultancy, development, implementation, outsourcing, and training.



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