

opentext™

Success story

ADX

Industry

- Financial Services

Solutions

- OpenText™ Content Suite
- OpenText™ Enterprise Connect
- OpenText business process management

Partner support

- ONE ECM

Results



Improved access to information for all personnel



Automated more than 70 key business processes, improving efficiency



Reduced reliance on third parties for process changes



Enhanced security of sensitive documentation



Abu Dhabi Securities Exchange optimizes information management

Stock exchange establishes centralized content platform with OpenText™ Content Suite and OpenText business process management

"The implementation has been a resounding success. Early involvement of the users ensured their needs were met and today, they leverage the OpenText solution on a daily basis."

Saif Al Kaabi

Senior Head of Information Technology Service Department, IT
Abu Dhabi Securities Exchange



Abu Dhabi Securities Exchange (ADX) is a stock exchange established in 2000 to facilitate the country's economic development and trade shares of United Arab Emirates (UAE) companies. In addition to offices in Abu Dhabi, it has locations outside of the Emirate of Abu Dhabi in Al Ain, Zayed City, Fujairah, Ras Al Khaimah and Sharjah. ADX works with listed companies and brokers and has approximately one million investors. As the organization grew, efficiently managing the processes necessary for maintaining relationships with stakeholders and the vast quantity of documentation associated with financial transactions became an increasing challenge.

"Documents and other content items are valuable assets for us. As we grew, securely tracking content became more difficult," said Saif Al Kaabi, senior head of Information Technology Service Department, at Abu Dhabi Securities Exchange. ***"Content was largely unorganized, stored on file servers or even on users' desktops, and was difficult and time-consuming to locate. We knew we had to address these challenges to improve efficiency and security."***

ADX looked at many solutions, but each lacked the ideal combination of content management aligned with business process automation capabilities. After conducting their own studies and reviewing references from other organizations, ADX selected OpenText Content Suite and OpenText business process management as the best solutions to meet their needs.

"We had some business process management tools in place, but each time we needed even the smallest change, we were wholly reliant on third-party providers. This affected our ability to quickly make changes and was costly. With OpenText business process management, we can easily make changes to processes ourselves,

and all of our content is secure and in one place, thanks to OpenText Content Suite. Users like the intuitive user interface and say it is easy to use. This is a complete solution, providing both content management and process automation," said Saif Al Kaabi.

Security has also been improved, thanks to the integration of the OpenText solution with ADX's Active Directory®. With all personnel having access at some level, improving security was among the most important goals for the solution. ADX can now meet its compliance obligations and ISO quality standards while protecting information relating to about one million investors, brokers and listed companies.

Users are seeing multiple benefits with information now easily accessible from a single location, with the context related to that information in-line. With content managed in a much more reliable and predictable way, users rely less on the IT department. When new content is added, key metadata items ensure that it can be associated with a particular company, broker, investor, employee or department.

"Users no longer waste time searching disorganized content. Using metadata means they quickly get to the content they need. Users can upload new content themselves using OpenText Enterprise Connect. This triggers a review process and once approved, the content is available to all who have sufficient security privileges," said Saif Al Kaabi.

Process automation has improved efficiency, as many steps no longer rely on individuals. There is also more transparency related to process progress. The solution also facilitates collaboration with external parties, such as brokers. For example, the solution generates reminders and provides progress tracking for annual broker agreement reviews and renewals.

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“OpenText business process management has allowed us to automate most of our business processes, without the need for third-party solutions or services. We have been able to tightly integrate with Microsoft® Dynamics GP, so staff can easily access what they need without leaving the Microsoft® environment. We have been able to provide a number of self-service applications, for example, listed companies can now upload their disclosure documentation, which initiates a review process internally,” said Saif Al Kaabi.

With this solution, every content item becomes part of a permanent archive record. This helps when investors query a past transaction. In the past, when an investor wanted to transfer shares, they would submit the appropriate documentation, which was then stored on a fileserver with potentially arbitrary file naming. This made later retrieval difficult and if a transaction was queried, it could be difficult to prove the request was ever made. With OpenText, documents can be located very quickly, saving time and providing a higher quality of service.

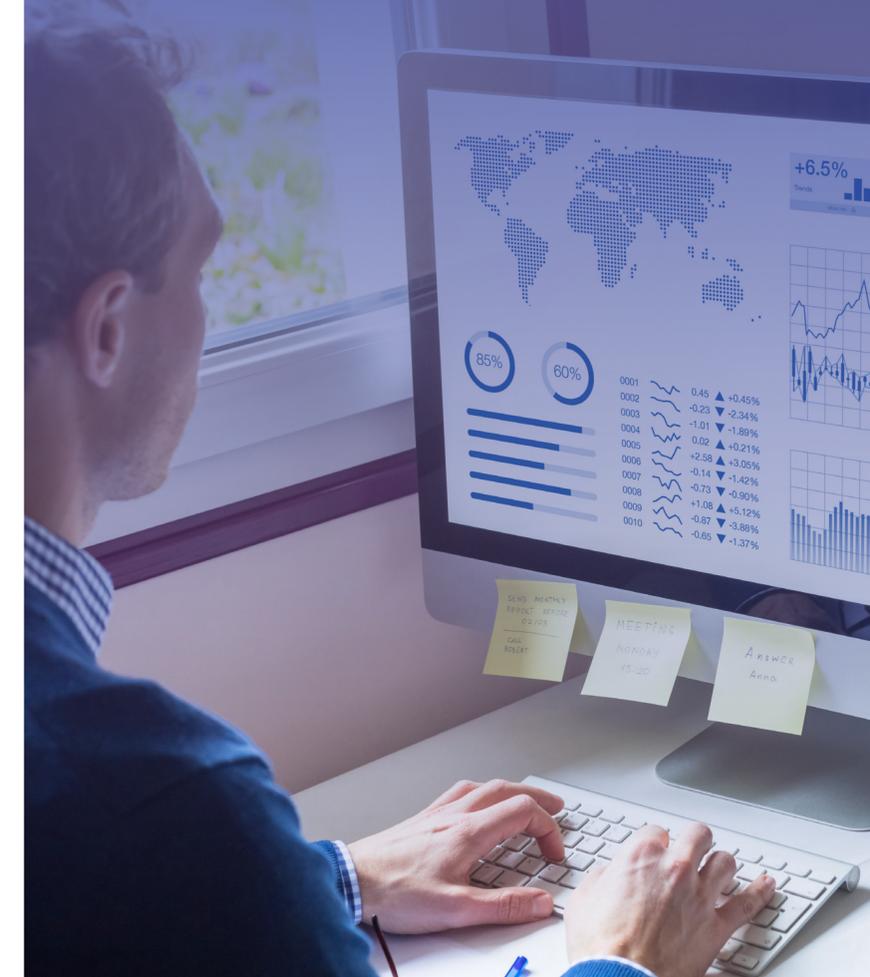
To date, ADX has implemented more than 70 processes using OpenText business process management with content residing in Content Suite. ADX plans to look for more opportunities to improve its processes and gradually reduce the amount of paper it uses across the organization.

“The implementation has been a resounding success. Early involvement of the users ensured their needs were met and today, they leverage the OpenText solution on a daily basis,” said Saif Al Kaabi. ***“We will continue to look to OpenText for innovations we can utilize at ADX.”***

About ONE ECM

Experts in information management, ONE ECM is an international organization providing on premise or cloud solutions and expertise. ONE ECM has been an OpenText partner for more than 10 years.

www.oneecm.com



About OpenText

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