



Client: Islamic Affairs and Charitable Activities Department (IACAD), Dubai
Product: Digital Governance Platform on Intalio Case



Overview

The Islamic Affairs and Charitable Activities Department (IACAD) in Dubai oversees Islamic centers, manages charitable initiatives, and ensures adherence to religious and cultural governance. The department faced challenges in managing technical, administrative, and financial operations efficiently across multiple centers. Manual processes led to inefficiencies, difficulty in tracking financial data, and limited oversight of student and staff evaluations. IACAD required a centralized system to streamline workflows, enhance compliance, and integrate seamlessly with existing platforms.

To address these challenges, IACAD partnered with Intalio to develop a Digital Governance Platform built on Intalio.Case. The platform automated core business processes, improved transparency, and provided seamless integration with Microsoft Dynamics 365 and CRM systems, ensuring real-time data synchronization and efficient governance.



Needs and Challenges

IACAD required a comprehensive digital solution to overcome the following challenges:

- Manual processes created inefficiencies and slowed down administrative, technical, and financial operations.
- Financial data management lacked proper tracking mechanisms, making budget allocations and expense monitoring difficult.
- Student records, evaluations, and competition results were scattered across multiple Islamic centers, leading to inconsistencies.
- Staff performance evaluations relied on paperwork-heavy processes, causing delays and inefficiencies in approvals.
- Limited integration with Microsoft Dynamics 365 and CRM systems resulted in data silos and redundant entries.
- Ensuring compliance with Digital Dubai Government Guidelines and Accessibility Standards was a challenge, requiring a system that met regulatory and accessibility requirements.



Implementation Highlights

Intalio developed and deployed a comprehensive Digital Governance Platform, equipping IACAD with:

- › Business process automation that streamlined core internal processes, including staff evaluations, financial tracking, and student management, with the flexibility to expand further.



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- › Seamless system integration with Microsoft Dynamics 365 and CRM, allowing real-time data synchronization across all Islamic centers.
- › Financial tracking and auditing features that automated budget tracking and reporting, ensuring better financial oversight and decision-making.
- › Data governance and compliance with role-based access control, preventing duplicate student registrations and ensuring accurate data management.
- › Performance dashboards that provided real-time insights into student progress, staff performance, and financial health.
- › Student and staff evaluation tools that enabled scheduled and ad-hoc evaluations, automated progress tracking, and detailed performance assessments.
- › Multilingual and accessibility support, adhering to Digital Dubai's Accessibility Standards with both English and Arabic interfaces.
- › Mobile accessibility, proposed as an optional enhancement to improve remote access for IACAD staff and members.



Impact and Achievements

- › Increased efficiency with automated workflows that reduced manual effort and streamlined operations.
- › Enhanced data consistency through integration with existing systems, ensuring uniform data across centers.
- › Improved financial oversight with automated reports and tracking that increased transparency and financial governance.
- › Better decision-making facilitated by customizable dashboards providing real-time insights.
- › Compliance assurance with governance regulations, ensuring secure and efficient data management.



Conclusion

By partnering with Intalio, Louvre Abu Dhabi successfully modernized its acquisition process, eliminating inefficiencies and improving operational effectiveness. Intalio's expertise in delivering scalable, process-driven platforms empowered the museum to focus on acquiring and preserving world-class art while ensuring compliance, security, and streamlined workflows. The AMS stands as a testament to Intalio's ability to implement tailored digital solutions that align with institutional goals, setting a new standard for cultural institutions worldwide.