



Client: Louvre Abu Dhabi, UAE
Product: Acquisition Management System (AMS)



Overview

Louvre Abu Dhabi, renowned for its world-class collection of art and cultural artifacts, faced inefficiencies in its artwork acquisition process due to manual workflows. The museum relied on paper-based submissions and emails, leading to delays, miscommunications, and difficulty in tracking proposals.

To address these challenges, Louvre Abu Dhabi partnered with Intalio to implement a customized Acquisition Management System (AMS) built on Intalio.Case. This digital transformation automated the acquisition process, ensuring transparency, efficiency, and secure collaboration across internal teams and external stakeholders.



Needs and Challenges

Louvre Abu Dhabi required a robust solution to:

- Automate and streamline the acquisition workflow from submission to final approval.
- Provide a centralized, secure repository for all proposal-related documents.
- Ensure role-based access control and real-time status tracking.
- Support bilingual functionality (English and Arabic) and comply with stringent security standards.



Implementation Highlights

Intalio transformed Louvre Abu Dhabi's acquisition process with an end-to-end Acquisition Management System (AMS) featuring:

- › **Automated Proposal Workflow:** External users, including galleries and agents, submit proposals through an external portal. The system automatically routes submissions to Acquisition Officers for validation, then forwards them to the Curatorial Team (CT) and SCCM Leadership for assessment and approval.
- › **Role-Based Task Management:** Each stakeholder including Acquisition Officers, CT Assistants, CT Managers, and SCCM Leadership receives role-specific permissions and tasks, ensuring streamlined collaboration.
- › **Real-Time Notifications & Alerts:** Automated alerts keep stakeholders informed about proposal updates, reducing delays and ensuring timely decision-making.
- › **Comprehensive Document Management:** The AMS securely stores all proposal-related documents, including artwork descriptions, ownership statements, and condition reports, in a structured dossier system for easy retrieval.



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- › **Seamless System Integration:** AMS integrates with Louvre Abu Dhabi's existing Active Directory for authentication and provides a bilingual user interface to accommodate all stakeholders.
- › **Custom Dashboards & Reporting:** Leadership can access real-time insights into proposal statuses, financial summaries, and key performance indicators (KPIs) through user-specific dashboards.
- › **Security & Compliance:** The AMS adheres to ISO 27001 security standards, employing encryption for data at rest and in transit to ensure the highest level of protection.



Impact and Achievements

- › **Faster Decision-Making:** Automation reduced proposal review and approval time significantly.
- › **Improved Collaboration:** Streamlined workflows enabled seamless coordination between acquisition teams and leadership.
- › **Enhanced Transparency:** The system provided real-time tracking and audit logs for all submissions.
- › **Secure & Scalable Solution:** AMS met stringent security standards while allowing for future expansion and integration with other Louvre Abu Dhabi systems.



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.