



Client: Qatar Development Bank (QDB)

Product: Intalio Correspondence, Intalio Meeting Management



Overview

The **Qatar Development Bank (QDB)** is a government-owned financial institution established by Emiri Decree to support and invest in the growth of local industries and small to medium enterprises (SMEs) across Qatar. Aligned with the **Qatar National Vision 2030**, QDB's mission is to empower SMEs, promote innovation, and drive sustainable socioeconomic development within the country.

As part of its initiatives, QDB launched **TASDEER**, a program designed to enhance export financing, business development, and the promotion of private sector exporters based in Qatar. To sustain this growing ecosystem, QDB needed to streamline its internal processes, manage its correspondence efficiently, and enhance overall productivity through digital transformation.



Needs and Challenges

QDB faced several operational challenges that hindered efficiency and growth:

- **Productivity Enhancement:** Needed to improve employee productivity to match expanding services and operations.
- **Cost Reduction:** Aimed to reduce expenses related to paper usage & physical document storage.
- **Data Organization and Security:** Required a centralized, secure system to manage and protect sensitive business data.
- **Correspondence Management:** Needed to automate workflow cycles for incoming, outgoing, and internal correspondences.
- **Scalability:** Sought to implement a modern, scalable correspondence system capable of supporting large operational volumes.



Implementation Highlights

Intalio delivered a comprehensive digital correspondence and meeting management platform that enabled QDB to modernize its internal operations, streamline communication, and enhance collaboration across departments.



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› **Intalio Correspondence:**

A state-of-the-art solution that automated and optimized QDB's internal, incoming, and outgoing correspondences. The system empowered users to seamlessly manage, track, and circulate correspondence across all departments—significantly reducing paper dependency and enhancing operational transparency.

Integration with **Intalio Outlook** enabled authorized employees to initiate correspondences directly from their email via simple drag-and-drop functionality. This improved communication efficiency, ensured secure document access, and accelerated workflow completion.

› **Intalio Meeting Management:**

An advanced meeting automation platform that simplified agenda creation, minute recording, revision, voting, and decision tracking. Through a mobile-enabled interface, QDB employees gained the flexibility to manage and participate in meetings anytime and anywhere—enhancing productivity and promoting agile governance.



Impact and Achievements

The implementation of Intalio's solutions empowered Qatar Development Bank to achieve its operational and strategic objectives under the **TASDEER program**. By digitizing and automating correspondence and meeting workflows, QDB improved collaboration, reduced manual effort, and enhanced document traceability.

Key benefits include:

- › Streamlined communication and faster correspondence processing.
- › Reduced paper consumption and storage costs through digitization.
- › Enhanced productivity and real-time access to information.
- › Increased transparency and accountability across departments.
- › Seamless and secure collaboration enabled by mobile access.



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Conclusion

By partnering with Intalio, the **Qatar Development Bank** successfully transitioned to a **digitally connected and paperless environment**, optimizing its correspondence and meeting management processes in alignment with Qatar's vision for innovation and efficiency.

This transformation not only boosted internal productivity but also reinforced QDB's role as a leader in driving **financial development and digital excellence** across the nation's public and private sectors.

Through Intalio's intelligent and secure solutions, QDB continues to foster sustainable growth—empowering Qatar's business landscape for a smarter, more efficient future.