**Abu Dhabi Islamic Bank (ADIB)**

Industry: Banking

Focus: Auto BCM

**Bank Profile**

* ADIB is committed to be a responsible corporate citizen and to managing its business in a way that creates value for customers, shareholders, employees and the communities in which it operates.
* Abu Dhabi Islamic Bank was established on 20th May 1997 as a Public Joint Stock Company through the Amiri Decree No. 9 of 1997. The Bank commenced commercial operations on 11th November 1998 and was formally inaugurated by His Highness Sheikh Abdullah Bin Zayed Al Nahyan, UAE Minister of Information and Culture on 18th April 1999. All contracts, operations and transactions are carried out in accordance with Islamic Shari’s principles.
* Recently got Best Bank in the UAE by Banker Magazine ​(2014)
* Regulation for Business Resilience & Emergency Management
* NCEMA Standard
* ISO 22301

**Challenges**

* Stability, Usability and acceptability of the current system
* Business Continuity was done through excel spreadsheets and manually on files-based documentation.
* Lack of automated notification to handle crisis management
* Lack of data flow/ interfacing between critical business processes and crisis handling. Critical process identification missing due to manual work.
* Incident Management, Emergency Management, Crisis Management was done in Silos without any single interface giving a lack of view to decision makers in case of Crisis Handling.
* No Customized reporting facility for operations, middle and high-level management
* Not compliant to NCEMA & ISO 22301 standards

**Evaluation**

* End to End BCM Lifecycle Implementation
* Disaster Recovery Planning & Crisis/Incident Management
* Emergency Notification and Response
* Integration with Enterprise systems
* Highly scalable and can be deployed in-house or on cloud with minimum maintenance
* Improved the operational effectiveness and efficiency in addition to increasing the visibility of information to the ADIB top management to facilitate ongoing event monitoring and decision making.
* Automated the BCM cycle (BIA, RA, Recovery strategy, BCP, Testing, Reporting, escalation etc.)
* Created of a user-friendly interface chat feature
* Availability of all necessary Dashboards and reports
* Effective issue tracking and resolution
* Raising the BCM awareness across ADIB by utilizing the mass notification feature

**Solution**

With these criteria fully evaluated and met, ADIB selected Ascent as its Business continuity management tool. ADIB opted for the Ascent AutoBCM software-as-a-service. The AutoBCM software solution was fully live on cloud. It was very easy for users to adapt to Ascent AutoBCM. They quickly discovered a solution that was very easy to operate and user-friendly.

AutoBCM was deployed on cloud for Phase1 initially for the ADIB. And now it is successfully updated to Phase2 on cloud. It is helpful to do impact Analysis and plan business continuity. It is useful for tracking all the activity work flows and incident live status.

**Results**

* Regulatory Compliance achieved through this automation
* Enabled an Executive / Top Management view of the BCM Program at ADIB
* Usability and accuracy much better than the legacy/ manual approach. ADIB Top Management is confident regarding organizational resilience capability now.
* Enabled quick and accurate data and information – at an enterprise level
* Make Crisis Management response, logging and reporting more efficient and effective and button click
* Provided visibility of decision-making process for real event
* Identified Gaps between BCM resource requirements and resource availability
* Enabled real time activation and BCP status tracking regardless of operating location on Hand Phone through Mobile application
* Scales well from the smallest to the largest organizations
* Automated Messaging and chat features give ability to be connected 24 by 7 to handle and respond to emergency situations.