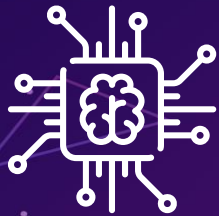


Arab Security & Safety Services Company, KSA

Business Process Re-Engineering, Technology Transformation & Automation



Predictable Delivery Every Time since First Time...

About the Client

The Client is a leading provider of integrated cash transit services to its banking customers across KSA. Its value adding services include replenishment of currency in ATMs, Transport of Cash for Industries and HNIs, Secure Transit of Gold and expensive watches etc across Kingdom of Saudi Arabia. The customer has more than 55% share of ATM cash replenishment business in KSA

Backdrop of the Project

- **Creation of the entire Cash-In-Transit Business Process Flow**
- **Configuration, Implementation, Roll-out & Application Management for the CIT ERP system**
- **Creation of AMNCO Cloud Infrastructure for the CIT Business Infrastructure**
- **Modernization of the on-premise Data Centre including Design, Implementation of Storage, Compute and Network**
- **Implementation of complete process and tools for Systems Management and Monitoring**
- **Design and Implementation of the complete tools and solutions for baselining Information Security**
- **Migration of the entire email stack to Office365 and implementation of MS-Sharepoint workflow for Document Management**
- **Design and Implementation of Finance ERP based Microsoft Dynamics AX**

The Project was executed over a period of 2 years with complete modernization of underlying IT Infrastructure, Deployment of Modern ERP systems for CIT and Finance Bus including designing, implementation and Training for the New Business Process leading to Transformation

Business Process Automation & Application Stack Transformation

Business Challenges

- Manual Cash Management, Poor Workforce Management and Lack of Scheduling
- Delays in FLM services leading to penalties, Balancing issues leading to Cash shortage
- Team members non uniformity of operations. Elongated waiting hours for cash replenishment. Due to heavy call traffic at the company's call centre, there was a delay in passcode generation
- Linear and Static finance application leading to leakage in Billing & Revenue. The cost ledger had more than 10000 categories
- Fragmented file system leading to access issues of relevant documents to perform BAU business routines
- Bouncing of emails due to lack secure & trusted email system

Skillmine Solution

- To reduce mismatch of notes replenished, dispensed and notes returned from the ATM machine, an algorithm was created. Using Data Analytics, Data Matching and Automation, we created a functionality wherein the data was immediately verified to catch burglary
- Evaluated, Architecture & Design for the deployment of the CIT & FINANCE ERP applications
- After data mining, we observed a pattern of different time interval in teams. Hence, an geo-positioning algorithm was created to verify the credentials of the staff who was at the location for the purpose of cash replenishment, the system would send an OTP to the operator to open & close the ATM Automatically.
- An e-lock facility was introduced. This facility would regulate the opening and the closing of ATM machines. The algorithm ensured cash would not be dispensed if the machine was not cleaned on the visit. This enforced change in behaviour of the staff
- Design and Implemented MS-Sharepoint workflow for Document Management. Design and Implemented Office365 with email migration

Business Benefits

- Streamlined business processes. Better tracking: more control and tracing, Ensure regulatory compliance and security
- Helped the crew to work Independently , with out dependency in completing day to day tasks which suits the current work process align with manual.
- Skillmine enabled the client to focus its resources on more operations brings the right reports and data EOD.
- Provide a Simple, Familiar & Consistent User Experience, Simplify Everyday Business Activities, Help Meet Regulatory Requirements.
- Simplifies common activities such as initiating, tracking and reporting business activities
- it's entirely cloud-based, email, files and Office programs can be access anywhere. Comes with security features like Encrypted email, Data Loss Prevention, MDM, ATA

IT Infrastructure & InfoSecurity Transformation

Business Challenges

- Out-dated infrastructure at DC & non standard architecture
- No Visibility/Centralized View of Infrastructure.
- Need more Servers for new implementations.
- NO Centralized Storage and Database
- No control on sharing of Data within Organisation
- Out-dated security infrastructure meant an inability to cope with new and evolving security threats.
- Enterprise Security Solutions for Vulnerability Management & Data Protection
- Irregular and non compliant OS deployment
- No Visibility/Centralized View of Infrastructure
- No Problem Management & Knowledge Mgmt, Delay in End users hardware support, reactive and firefighting mode

Skillmine Solution

- Enterprise Architecture was proposed in DC with fit to purpose sizing.
- Design & Deployment solution for infrastructure monitoring.
- Design & Deployed Hypervisor.
- Design & Deployed Central Storage and Database.
- Implemented Microsoft File server
- Information Security Consulting
- Setup Relevant Monitoring Tools
- Implemented Image base OS deployment.
- Monitoring tool is integrated with ticketing tool.
- Deployed integrated desktop management solution that caters to all enterprise management needs. Formulation of Event Management, Incident Mgmt & Major Incident MGMT process.

Business Benefits

- Improved efficiency, and DC hardware cost and downtime reduced .
- Faster response and resolution to IT incidents resulting in lesser revenue loss.
- Less hardware more Virtual Machine, easy upgrade of VM's, better backup and network performance.
- Centralized management of all VM's,files and The data integrity is maximized as the whole database is stored in single DB
- Centralized Management of Permissions, Data Security & Backup , Increase User Control
- Adherence to the required security posture standard like ISO27001 & PCI DSS
- Lowered its TCO for security infrastructure operation, maintenance and incident response
- Automates the deployment, Pre-installation App, along with Security Patches
- Existing features are better utilised and discouraged the procurement of extra tools. Improved availability, and efficiency.
- Higher quality and reliability of IT infrastructure services, Faster response and resolution to IT incidents resulting in lesser revenue loss, Proactive Monitoring of Critical IT systems on day to day basis.

Enhanced & Automated Business Process leading to Metrics, Modern & Secure Technology Stack, Improvising Customer Security Posture & Compliance Standards.....



Lower cost



Economically sustainable



Reduce risk



Improve experience for their customers



Increase competitiveness




Grow revenue



Improve performance



 India | Middle East | Americas

 info@skill-mine.com
orders@skill-mine.com

 www.skill-mine.com

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