



## Dubai Courts increases IT effectiveness by 60% and delivers 75% satisfaction improvement by implementing *assyst* from Axios Systems

Established in 1970, Dubai Courts implements justice in Dubai with services including civil, labour, legitimate appeals, legal and civil authentication, judgments and accreditation of lawyers. Its vision is to be a pioneer in court procedure, while valuing justice, equality, ingenuity, excellence, teamwork and independence.

Dubai Courts relies on qualified nationals, correct procedures, and newly developed technology. It prides itself on maintaining high levels of technology in order to provide speedy justice for the welfare of society. Dubai Courts employs 1200 staff.

### Project requirements and the selection of *assyst*

Dubai Courts previously used another Service Desk tool to manage their IT Service Management (ITSM), but found that it failed to meet their enterprise-level requirements. That platform's processes also proved too limited for the courts' goals and objectives. So, in 2014, the organization decided to go out to the market for a new solution to remove these barriers to innovation.

Dubai Courts primary goal was to underpin their service delivery strategy with an enterprise ITSM solution that would allow IT to align with the needs of the organisation whilst increasing user satisfaction, IT team effectiveness and quality of delivery. With the IT department responsible for leading business change, it was essential that the chosen solution would serve the organizational needs professionally and effectively, while helping to expand consistent services and user experience across the enterprise.

Having reviewed a number of solutions, including BMC Remedy and LANDesk, Dubai Courts chose *assyst* from Axios Systems.

Abdulrahim Almudhareb, IT Department Director in Dubai Courts, comments:

*"We selected assyst because it was the best fit for our needs going forward. assyst is an enterprise fit solution, certified for all 15 ITIL processes and has outstanding reporting and dashboard facilities to enable us to provide accurate, instant, dynamic and professional feedback to the organization. However, it was not only the product itself that impressed us. We were influenced by the positive references from existing Axios customers and the high level of regional support and service that Axios are able to provide as a principle."*

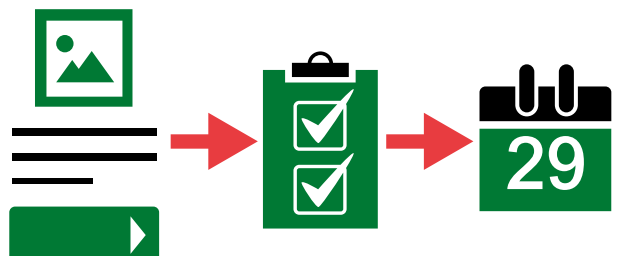
### Creating excellent user adoption

*assyst* has been rolled out to manage Incident, Problem and Change Management processes as well as implemented for CMDB, Service Catalog for self-service and mobile. Integrations with AD, Oracle and SCCM are also in place.

In rolling out the Service Catalog across the business, Dubai Courts started by choosing champions from each department and trained them on using the Catalog. They were then able to pass this training on to their own end users. To supplement the training and as part of the strategy to ensure uptake, an awareness session was conducted for end users. This involved an *assyst* showcase to the users, highlighting the benefits of using the self-service portal. This was run by the Dubai Courts IT team and educated users on how they can benefit from tracking their request, and showing how that request follows the right process of approval and assignment to ensure efficiencies in resolution.

Users are now successfully using the self-service portal. The actionable and easy-to-use service request catalog describes the products and services they are entitled to order or request from IT. In addition, they can quickly browse or search for available services in the catalog, submit a request, and monitor delivery status — making it as easy as possible for employees to find and order IT services.

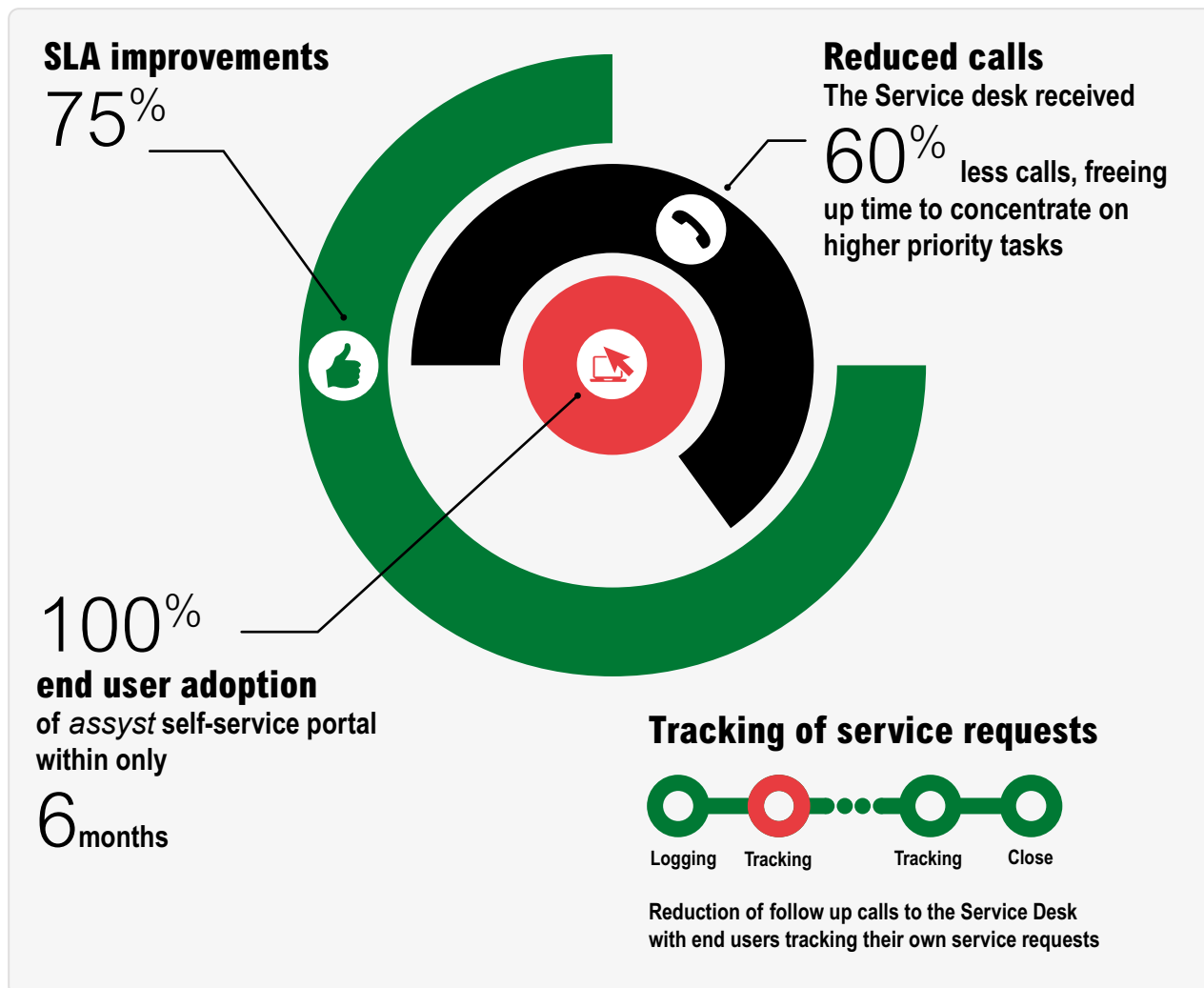
The rollout of *assyst* is a three year project, which will cover all departments. It has currently been fully implemented within IT, with adoption by HR currently under review. The IT team are working with each department to ensure they provide the same user experience that has been successfully deployed in IT, whilst meeting their specific departmental expectations regarding service management and automation.



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## The Benefits

Since rolling out *assyst*, the benefits Dubai Courts has achieved include:



## The Future

Thanks to the power of both management capabilities and reporting analytics Dubai Courts now intend to roll *assyst* out to the Dubai courts management team to allow them to leverage the use of the solution for decision making, including the oversight of critical projects. In addition, the vision of Dubai Courts, underpinned by *assyst*, is to roll out and cover all organizational units within the courts structure, enabling true Enterprise Service Management.

*“I have been very pleased with the response and service received so far from Axios. The dedicated team they have put in place and the support we are getting is really helping us move forward as a business in a professional manner.”*

**Ramesh Kumar, Head of IT Operations & System Security, Dubai Courts**

*“We chose *assyst* because it is so much more than a Help Desk tool, it is an Enterprise solution that will fit our needs now and in the future.”*

**Khaled Sarhan, System Specialist, Dubai Courts**

*“*assyst* self-service has increased our customer satisfaction through providing Dubai courts with an efficient and streamlined process. Users are now able to log and track their own incidents and feedback has been positive all round.”*

**Zahra Al Sharif, Head of Support Section, Dubai Courts**