

Company | **Dubai Islamic Bank**

The Dubai Islamic Bank (DIB) is an award-winning bank focused on serving Islamic communities in the United Arab Emirates (UAE). Islamic banking is one of the world's fastest-growing economic sectors, comprising more than 200 institutions responsible for more than \$200 billion in assets.

Foresight | **Why They chose @task**

DIB was overwhelmed with the challenges of juggling and managing multiple projects using only Excel spreadsheets. In order to meet the needs of their modern customers, they determined they needed a more comprehensive project management solution. Without a high-level view of projects, resources, and timelines, DIB IT did not have an effective way to measure project success, manage timelines, or uniformly allocate tasks.

“We needed a solution that was not complicated, yet provided all of the tools that would help us to more effectively manage projects,” said Jawdat Jwaeid. “At the same time, we needed a solution that could grow with our organization, as well as protect the sensitive information that we work with on a daily basis. We must pay attention to the details in our application development and integration, which makes project management even more important to our team.”

After evaluating project management solutions from several vendors, including Microsoft and Oracle, DIB selected the self-hosted Enterprise version of @task, a completely web-based project and portfolio management solution.

Hindsight | **Why @task was the Right Choice**

DIB project managers use @task's task management system to create multiple layers of small activities for each staff member and actively integrate the information from @task into other systems as needed.

DIB's staff has appreciated @task's user-friendly interface, as well as the uncomplicated presentation of project management methodology and tools. @task provides a clear picture of the bank's current IT projects, available resources, and timelines.

“Because @task is web-based, members of our IT team can access their projects and tasks from wherever they are working, whether from home, a bank branch, or from outside the country,” added Jwaeid. “With @task's built-in reporting capabilities, I can quickly run a report to show management the status of projects, current and estimated project expenditures. @task has made it easy for our project managers to simultaneously control huge numbers of projects.”

Deploying @task has helped DIB to manage more projects with the same amount of staff, provided a central location for work to get done, and allowed DIB's IT project managers to quickly and effectively communicate with their team members, assign tasks, track progress, manage workloads, and report on areas of concern.

Jwaeid concluded, “@task helps ensure that nothing falls through the cracks, that our employees have the tools and technology they need to serve our customers, and that our customers continue to receive the high quality of services and security they expect from Dubai Islamic Bank. @task helps us daily to alleviate project management challenges and ensure project success.”