

## Dubai Bank Completes Technology Migration and Oracle Applications Upgrade

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Dubai Bank, a premier Shari'a compliant bank in the United Arab Emirates (UAE) has upgraded its entire IT infrastructure to support ambitious improvement plans and innovative customer services technology.

The bank has recently completed the migration of its Oracle Human Resource Management System (HRMS) from Windows operating system to Linux platform and simultaneously upgraded from Oracle E-Business suite release 11i to the latest Oracle E-Business Suite Release 12.

Dubai Bank worked with global IT solutions specialist, Inatech, for the migration project which lays the foundations for a robust platform for its future growth. After a successful proof of concept, Inatech worked alongside the Dubai Bank's team to upgrade applications and ensure the smooth running on a Linux platform.

Inatech's implementation of Oracle E-Business Suite 12 is part of Dubai Bank's plan for an integrated, enterprise-wide view of Financials, HRMS and Reportin. The focus of this project is not simply on current requirements, but also on ensuring that the system has the capability to cater to scalable, long-term information management and financial reporting requirements across all entities of the bank. The move is designed to help the bank to enhance and constantly improve upon timeliness of financial information and analytics available. The implementation aims to allow transparency at a granular level and automatic service level alerts across the business.

Faizal Eledath, Chief Information Officer of Dubai Bank, said the bank chose Inatech after a lengthy selection process because of their consultative approach, local UAE presence for implementation, support activities and its commitment to the success of the project. The project was implemented by Inatech on time and to budget and will improve the performance and sustainability of its long-term IT strategy. The new systems improve usability, reporting, performance analysis, and provide a platform for the business to remain flexible to changes in operations while adapting to the implementation of innovative customer and corporate services.

"One of the main drivers for this project was to improve performance. Together with Inatech's consultative approach, our aim was to successfully automate associated business processes and important tasks related to procurement, expense processing, payables and multi-GL consolidation," says Faizal. "Migrating to Linux enables us to scale up our operations as and when we need to and, working alongside technical specialists like Inatech, has enabled us to draw on their experience to shorten implementation time without disrupting the business."

"Using Inatech's fixed-price project approach has provided us with a solution to optimise performance and improve efficiencies while allowing the business to remain competitive."

Inatech also managed key enhancements to Dubai Bank's architecture incorporating High availability, migrating the production environment from a single node to a two node configuration, in order to increase the robustness of the entire architecture.

Faizal continued, "In the first few weeks of upgrading to Linux operating system, the system's performance has been greatly enhanced. The time for processing payroll has been halved and user feedback on improved performance and speed has been extremely positive."

"We believe this may be one of the first instances of Oracle Enterprise Linux implementation for Oracle Applications Release 12 in the Middle East," said Ravindra Krishnappa Director, Inatech. "We are extremely pleased to be working with the Dubai Bank team on this project. The fact that our customer has already experienced significant performance improvements

substantiates our recommendations and technical expertise.”

The next phase of the project strategy is to complete the implementation of a transparent Procure-to-Pay process and on track to be completed by April 2009.

Ravi continued: "In the current financial market condition, it is imperative for organizations to extract and offer the best value possible to its customers. This deployment marks a significant step forward for the Banking and IT industries. Harnessing innovative IT technology has to be in conjunction with streamlined business processes to maximize benefits of implementation."

Dubai Bank is continuously challenging traditional banking practices by placing service, transparency and convenience at the forefront of its operations and introducing unique products and services to the market. The financial institution, established in 2002, positions itself as a ‘catalyst for change’ and has already won IT Department of the Year in the Arabian Computer Network Magazine Awards 2007 for its efforts.

Inatech is an IT solutions company with strategic locations worldwide, and 1,000 qualified consultants working across all industries. With its EMEA headquarters in London, UK, and offices in 16 cities in 8 countries, Inatech is able to take advantage of onshore and offshore resources. Founded in 2002, Inatech manages solutions development, systems management, and outsourcing. In 2007, Inatech merged with Calsoft Enterprise Solutions, to strengthen its Microsoft solutions portfolio. An Oracle Certified Advantage Partner, Inatech works with enterprises that are re-engineering their processes and are adapting to rapid change. Being part of Calsoft Group, supported by technical innovators Calsoft Labs, Calsoft Enterprise Group balances track record with invention. Its development practices are certified at CMMi Level 5. Calsoft Enterprise Group is relied upon to sort out business problems, troubleshoot legacy and first-to-market technology, and to manage risk in emergencies and for the long term. Inatech is an ethical business, with a shared belief that what is right for the environment and the workforce is right for the bottom line.

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