

Doha Bank: First to Respond to New Reporting Regulations with SAP® BusinessObjects™ Solutions

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Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Company

Doha Bank Qatar

Industry

Banking

Products and Services

Banking and financial services

Web Sitewww.dohabank.com.qa**SAP® Solutions**

SAP® BusinessObjects™ Data Services software,
 SAP BusinessObjects Data Integrator software,
 SAP BusinessObjects Web Intelligence® software,
 SAP BusinessObjects BW Universe Builder software

PartnerClariba (www.clariba.com)

A pioneer in leveraging technology to drive efficient operations, Doha Bank Qatar is an established user of SAP® BusinessObjects™ solutions. When the country's Central Bank announced new regulations for monthly reporting, the company decided to implement a financial consolidation solution based on this software. By doing so, Doha Bank not only became the first organization to meet statutory requirements, but it also enhanced the **efficiency and accuracy of internal reporting**.



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

A history of offering award-winning service

Founded in 1978, Doha Bank, based in Doha, Qatar, is the country's largest private commercial bank and fifth-largest financial services company. The organization serves commercial customers, providing a wide range of banking, insurance, and investment services.

The bank has 44 domestic branches, 10 e-branches, and multiple other sales outlets. It also offers the largest automatic teller machine (ATM) network in Qatar. As well as international branches in Dubai, Kuwait, and the United States, Doha Bank also has representative offices in China, Germany, Japan, Romania, Singapore, South Korea, Turkey, and the United Kingdom.

Doha Bank has led the way in the provision of online banking and e-services to deliver outstanding customer service. In recognition of this, it has received multiple international awards for its technological innovations.

The IT department has been a pioneer in introducing innovative technologies in order to support the business processes of the bank. It has been the first bank in a Gulf Cooperation Council (GCC) country to achieve ISO 20000 certification for service management.



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Meeting complex reporting requirements in a short time

To monitor the financial position of banking institutions and ensure market stability during a period of massive growth, the Central Bank of Qatar issued a mandate in 2010 for all Qatar-based banks to report key balance-sheet figures on a monthly basis. This situation had also arisen previously in Kuwait, when the Doha Kuwait branch office had to provide detailed reports to the Central Bank of Kuwait. As in Kuwait, Qatar-based banks had to provide information such as the amount deposited with each bank, its exposure on loans, the level of risk it faces, and its overall liquidity.

“The timeline for meeting the Central Bank’s mandate was tight, and the reporting requirements were complex,” explains Krishna Kumar, head of information technology at Doha Bank. “And with a risk of punitive fines and potential reputation damage for any institution that did not meet the requirements in time, this was a ‘no fail’ project for us.”

However, data required for the monthly reports was spread across several sources within Doha Bank, necessitating a financial consolidation. To achieve this in an efficient manner, the bank decided to look for a solution that would compile the necessary reports automatically.

“Manual consolidation of the figures would be extremely time consuming and inefficient, and could introduce the risk of inaccuracies.”

Krishna Kumar, Head of Information Technology, Doha Bank Qatar



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Taking advantage of SAP solutions for business intelligence

With solutions from the SAP BusinessObjects portfolio already used extensively across the organization for management information reporting, management realized that this software was the obvious choice for the consolidated reporting project mandated by the Central Bank.

“Preconfigured templates and reports within SAP BusinessObjects software would allow us to implement a reporting solution within the tight timeline required,” remarks Kumar. “In addition, the functionality offered by the software would help us produce reports in a timely manner and more effectively, when compared to other competitive applications.”

The company turned to SAP partner Clariba for help with the implementation. An expert provider of business intelligence services and a specialist in solutions from the SAP BusinessObjects portfolio, the company impressed Kumar with the expertise shown by its consultants. “Doha Bank has worked closely with the Clariba team for several years now”, says Kumar. “They have an excellent relationship with staff in our IT department and are seen as part of the team here.”

“SAP BusinessObjects solutions already played a key role in our business intelligence systems. They were an obvious choice for this reporting project.”

Krishna Kumar, Head of Information Technology, Doha Bank Qatar



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Recognized for early project completion and report accuracy

The project involved extensive data cleansing work with data drawn from numerous different databases and spreadsheets. The data was then consolidated by a solution based on SAP BusinessObjects Data Services, SAP BusinessObjects Data Integrator, SAP BusinessObjects Web Intelligence®, and SAP BusinessObjects BW Universe Builder software.

An already challenging project was further complicated by an amendment to the Central Bank's reporting requirements once the project was underway. Reports needed to be more granular and were required to include detailed figures for different business units (including head office, Islamic

finance, foreign branches, and subsidiaries) as well as different levels of consolidation. However, despite these complexities and the tight timeline, the project was completed successfully.

“Doha Bank was the first of the 14 Qatar-based banks to have met the regulatory guidelines. This was highlighted and appreciated by Qatar Central Bank,” comments Kumar. “It also complimented us on delivering the most complete and accurate reporting.”



“Clariba really stepped up to respond quickly to the changing parameters of the project.”

Krishna Kumar, Head of Information Technology, Doha Bank Qatar

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Automatic report generation

On a monthly basis, the consolidated balance sheet with key figures from each of the bank's business units is generated automatically by the SAP BusinessObjects software. First, data is gathered from a number of different sources, including customer databases and Microsoft Excel spreadsheets. SAP BusinessObjects Data Integrator cleanses and harmonizes the data before it is consolidated into a single report.

At this point, finance staff review and validate the report using SAP BusinessObjects Web Intelligence. They then submit the report using the Central Bank's Web portal, which also performs a set of strong technical and functional validations on the data.

"The solution has been designed to require minimal manual intervention," comments Kumar. "This helps to ensure that the reports generated are as accurate as possible, without the possibility of errors being made during manual data entry."

"Automatic reporting tools provided by SAP BusinessObjects software have simplified what would otherwise be a complex and time-consuming task."

Krishna Kumar, Head of Information Technology, Doha Bank Qatar



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Streamlining internal reporting processes

By meeting the deadline, Doha Bank ensured that it was fully compliant with the new regulations and also reinforced the bank's reputation for market-leading process excellence. It is also able to provide monthly reports to the Central Bank in an efficient manner.

Apart from supporting Doha Bank in meeting regulatory requirements, the SAP BusinessObjects solution is also facilitating the management of the bank's own internal reporting in a more cost-effective and efficient way. Reduced reliance on manual data entry has improved reporting accuracy, while streamlined processes are saving a significant amount of time.

"Our board members require a monthly update on the bank's financial position," says Kumar. "Previously, it used to take up to 10 days to prepare this information. Now, this can be completed in just two days. That's a significant achievement!"



80%

Less time to produce internal financial reports



Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Continuous improvement through technology

Doha Bank plans to deploy the latest version of the SAP BusinessObjects software soon to take advantage of new dashboard tools. These will give senior managers easy access to real-time updates on a range of key performance indicators, from financials and operations to customer services.

According to Kumar, this project is just another example of the way in which Doha Bank is constantly striving to improve by harnessing technology. “Our vision is to be one of the world’s most efficiently run banks, ensuring that both customer services and back-office processes are streamlined and effective,” remarks Kumar. “SAP BusinessObjects solutions are helping us achieve this goal.”

“Through continuous improvement of our business processes, we believe we can deliver better services and, as a result, gain competitive advantage.”

Krishna Kumar, Head of Information Technology,
Doha Bank Qatar



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