

CASE STUDY

Albaraka Solved Authorization Problems Via FileOrbis

Company: Albaraka
Turk Katılım Bankası

Industry: Banking

Number Of Employee:
1000-5000

Core Product:

- Secure File Server Suite

Add-Ons:

- Mount Drive

Customer Contacts

Nuh Coşkun Yağmur: I have been working in the banking industry under different departments for over 12 years. After my executive roles in sales, marketing and performance management departments, I have been transferred to Albaraka Turk Information Technologies Department as the project manager. I am currently working as the Project and Business Development Manager under AlbarakaTech Global located in Teknopark Istanbul and founded as a subsidiary of the main bank. I conduct various projects and collaborations with different companies. Our file management project is one of such collaboration that we have initiated with the FileOrbis product.

Yasin Doğru: I have been working in the banking industry for over 18 years under different IT positions. Throughout my career, I have been assigned to different software development and IT infrastructure management roles. Following my last managing role in Middle Tier and Framework Service Department, I have been assigned as the Manager of the IT Infrastructure and Operations Department.

Can you tell us about your company?

AlbarakaTech Global: AlbarakaTech Global, together with its 250 employees, has been founded in 2019 in order to provide all information technologies services required by the finance industry. As the subsidiary of Albaraka Turk Participation Bank affiliated with Albaraka Banking Group standing as the leading interest-free financial and banking operator with more than 700 branches in 17 countries, AlbarakaTech Global benefits from the experience of its partner over 35 years. As this long-term experience is combined with the innovative approach and dynamism of AlabarakaTech Global, the company intends to provide high quality and speed with low costs by brand new technologies bringing competitive advantage through IT solutions and services. In addition to the new generation banking applications like API Gateway or multi-layer framework, our company intends to make difference in the entire industry by its AI solutions. Our company also takes one step forward by its software development, project management, training and consulting services. Furthermore, we intend to make maximum contribution to the relevant ecosystem by our collaborations with third parties.

Albaraka Turk: Founded in 1984 under the title of "Albaraka Turk Katılım Bankası" and started operations in 1985 in order to lead the interest-free banking industry in Turkey. As one of the solid capital groups in the Middle East, Albaraka Group B.S.C. operates in Turkey in accordance with the Banking Act numbered 5411 and acts as a participation bank founded by a leading domestic industrial group serving to Turkish economy for more than half a century together with the Islamic Development Bank (IDB).

What were the challenges or problems encountered?

Managing authorizations with relevant requests was a major problem for the assignments from units to branches and the employee transfers between departments. The unit under relevant department where the assigned employees have worked previously should request authorization from IT Department to display and modify necessary files in public folder. This poses a risk if such requests fail to be made. Additionally, for certain units- the authorization of relevant employees in the same unit to display the documents belonging to other services also poses another risk. The confidential documents processed by critical units are protected with passwords.

What was the solution brought by FileOrbis? What are the benefits?

The authorizations needed upon the assignments between relevant departments can be made automatically and the necessary authorization is given to the requesting employee in line with his/her title. Furthermore, privacy and confidentiality can be facilitated on a service basis.

There was a quota limitation assigned per user in the previous system. However, thanks to FileOrbis, there is no quota limitation under public folder. We implement quota limitations only for the private folders of users.

Changes in user units, new user authorization procedures and authorization canceling procedures after user resignation were followed up manually by IT Department. By FileOrbis, all these processes are automated.

What are the additional benefits especially for internal shares and accesses to file systems?

In our filing structure, all users of relevant units are now given authorization by other department, service or assigned persons. Previously, it took considerable time for IT to meet such demands.

Moreover, users can use certain features easily for the shared files such as authorization level, sharing time or password protection.

What are the most impressive factors for you during installation, maintenance and project phases of FileOrbis?

By transferring to the new product, the adaptation time was long as expected due to user behaviors. However, employees started to adopt product faster after they experience functional options. Therefore, FileOrbis had a key role in daily job routines.

Did this solution provide cost saving and/or performance increase and/or compliance in your company? Can you tell us briefly?

First and foremost, file and documentation management has been removed from IT scope and transferred to relevant business units. This also enables saving time while IT sources are directed to more value-added jobs. On the other hand, business units started to share more files safely with each other by the sharing feature.

What are the successes of managing parties and end-users from this project? How are their feedbacks?

End-users experienced adaptation issue for a certain time. To overcome this issue, we explained the additional features of our product and increased usage penetration together with previous versions. The commitment level has increased as users observed certain jobs that were impossible systematically in previous servers but they can be done easily with FileOrbis. On the management side, especially in IT, operations are decreased considerably. Now, certain operational costs arising from the request and resolve procedures such as authorization, role modification or big file sharing have been almost eliminated. Instead, IT resources were directed to further jobs with better value. Regardless of slowdown issues in certain times, we still believe that we have managed this process better through technical assistance given by the FileOrbis team.

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