

The Abu Dhabi Department of Finance Implements IT Governance with Nexthink's End-user IT Analytics

ORGANIZATION

Abu Dhabi Department of Finance

INDUSTRY

Public Sector

LOCATION

Abu Dhabi, United Arab Emirates

KEY CHALLENGES

- Real-time visibility of its entire IT infrastructure and endpoints
- To receive alerts concerning non-compliant behavior and applications
- Insight into operations and security for IT governance

The Abu Dhabi Department of Finance (DOF) selected Nexthink to implement IT governance. Nexthink provides real-time visibility of the DOF's infrastructure and end-user IT analytics that accurately show how software and IT services are being consumed.

CONTEXT

Established in 1962, The Abu Dhabi Department of Finance (DOF) represents the fiscal and financial support system for the Abu Dhabi government. The DOF provides best-in-class financial services and specialized solutions that enable government entities to efficiently manage available resources. The capital of the UAE, Abu Dhabi, has undergone significant economic and social development over the past decade that has transformed it into a commercial, economic and financial center, not just on a regional level but also at a global level.



"Nexthink provides essential visibility and insight into IT operations and security for IT governance, enabling us to better manage demand, deliver value and protect against risk."

Dr. Hazem Alkhatib

CIO of the Abu Dhabi Department of Finance

The DOF plays an essential role in maintaining and developing the government's financial system, by linking all local government entities and overseeing an integrated management system for financial resources. Its mission is to enhance the prosperity of the Abu Dhabi community by contributing to overall economic growth and promoting the private sector participation. The DOF has five main directorates: Budgeting, Customs, Government Accounts, Support Services and Information Technology.

“The management dashboards in the Nexthink Portal enable me to personally implement IT governance and ensure that end-users adhere to compliance rules.”

Dr. Hazem Alkhatib

CIO of the Abu Dhabi Department
of Finance

BUSINESS CHALLENGE

The DOF strives for continued excellence and innovation through improving asset management, controlling costs and efficient service delivery. Recognized for adopting the latest technologies, the IT team of the DOF is responsible for delivering software and services to more than 2,500 end-users located in its head office and 3 branches. To ensure the continuity of services provided to the public, employees must be able to access mission-critical applications and services, including budgeting, inventory management, procurement and payroll at any time, regardless of where they are located.



The role of the DOF is to support the growth and economic development of the region. The IT team of the DOF was looking for a solution to ensure the proper functioning of its IT infrastructure and immediately detect problems that could affect the service delivered to end-users and therefore local businesses. In addition, the DOF needed a solution that could provide real-time visibility of its entire IT infrastructure and endpoints from the end-user perspective and extract measurable performance indicators.

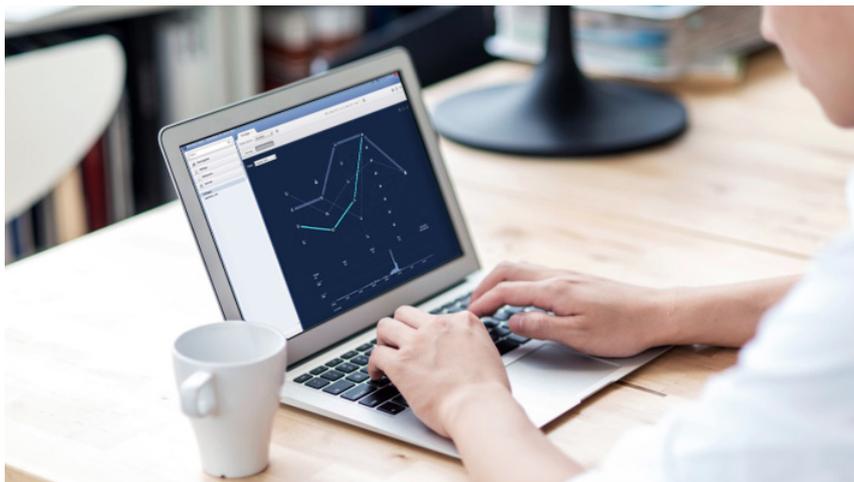
"Nextthink provides visibility and analytics with consolidated and integrated data across our entire IT infrastructure and endpoints for continuous service improvement."

Dr. Hazem Alkhatib

CIO of the Abu Dhabi Department
of Finance

CHOOSING NEXTHINK

The DOF selected Nextthink to implement IT governance. Nextthink provides real-time visibility of the DOF's infrastructure and end-user IT analytics that accurately show how software and IT services are being consumed. Thanks to Nextthink's investigative power, the health and activity of every endpoint is visible and accessible, allowing the IT team to rapidly diagnose whether an issue is network, server, workstation or application related.



With Nextthink, it is possible for the DOF's IT team to gather comprehensive performance metrics, to receive alerts concerning non-compliant behavior and applications, and especially to correlate actual events with those reported by existing IT tools. Nextthink provides many parameters that enable the IT team to find similar issues or deployments affecting multiple end-users.

"Nextthink provides essential visibility and insight into IT operations and security for IT governance, enabling us to better manage demand, deliver value and protect against risk," said Dr. Hazem Alkhatib, CIO of the DOF. "We can now share accurate and reliable dashboards with upper management to optimize and accelerate decision making. Nextthink helps us improve efficiency and productivity, enabling us to resolve issues faster and provide a more proactive level of support for our end-users."

BENEFITS

“The management dashboards in the Nexthink Portal enable me to personally implement IT governance and ensure that end-users adhere to compliance rules,” said Dr. Hazem Alkhatib, CIO of the DOF. “We have a strict security policy that requires the involvement of our security team for any suspicious activities. Using Nexthink, 5 malware cases were discovered and fixed before propagating in our network and compromising confidential data.”



With Nexthink, the DOF benefits from a substantially improved quality of service and more proactive end-user support. Nexthink enables the DOF to accurately measure the health of its workstations, receive alerts for hardware performance issues, and generate reports that can be shared with vendors to proactively fix or replace poorly performing workstations.

“Nexthink provides visibility and analytics with consolidated and integrated data across our entire IT infrastructure and endpoints for continuous service improvement,” said Dr. Hazem Alkhatib, CIO of the DOF. “Real-time IT analytics for bandwidth consumption enables my team to easily identify the top traffic consuming applications, save bandwidth and therefore improve our quality of service through a better utilized network.”