# CUSTOMER SUCCESS STORY

## Ministry of Interior

Pursuant to Abu Dhabi Government's Smart government initiative and vision, the Abu Ministry of Interior (MOI) champions the mandate of implementing and gauging consumer services efficiency of all of the services provided by the MOI. Driven by the power of information associated with an Emirates ID, the MOI has simplified the process of applying for services and the process by manifold. The services provided are offered to four main sectors of the Ministry of Interior of United Arab Emirates, which are Traffic and Licensing, Civil Defense, Police Headquarters, Naturalization and Residency. It also provides news and information about the Ministry of Interior of United Arab Emirates.

## Problem Statement

Ministry of Interior is running the fast track application which is a centralized database of beneficiaries that covers several Federal and local Government entities, as well as private entities. In order to optimize planning and extract valuable insights, the need of the hour was to establish a business intelligence platform so that decision makers would take better decisions with the power of analytics and a 'single source of truth' of statistical data - driven by real-time, actionable information, which is relevant, and of high quality.

## Solution

Inseyab showcased its expertise in Business Intelligence domain to further MOI's initiative which included several related activities, including data mining, online analytical processing, querying and reporting. Firstly, Inseyab carried out initial groundwork for the assessment of existing infrastructure before implementing a unified enterprise-wide Business Intelligence platform. For this purpose, Inseyab carried out an assessment of business requirements, processes, end-user types, scenarios and interactions, including technical and functional specifications for BI capacity.