

Dubai Courts Where sand meets silicon



Dubai Courts
Dubai, United Arab Emirates
www.dc.gov.ae



In partnership with
Al Taqnyah Business Solutions
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Progressive government organization uses the Adobe® Digital Enterprise Platform to provide citizens with fast, reliable, and transparent services request fulfillment

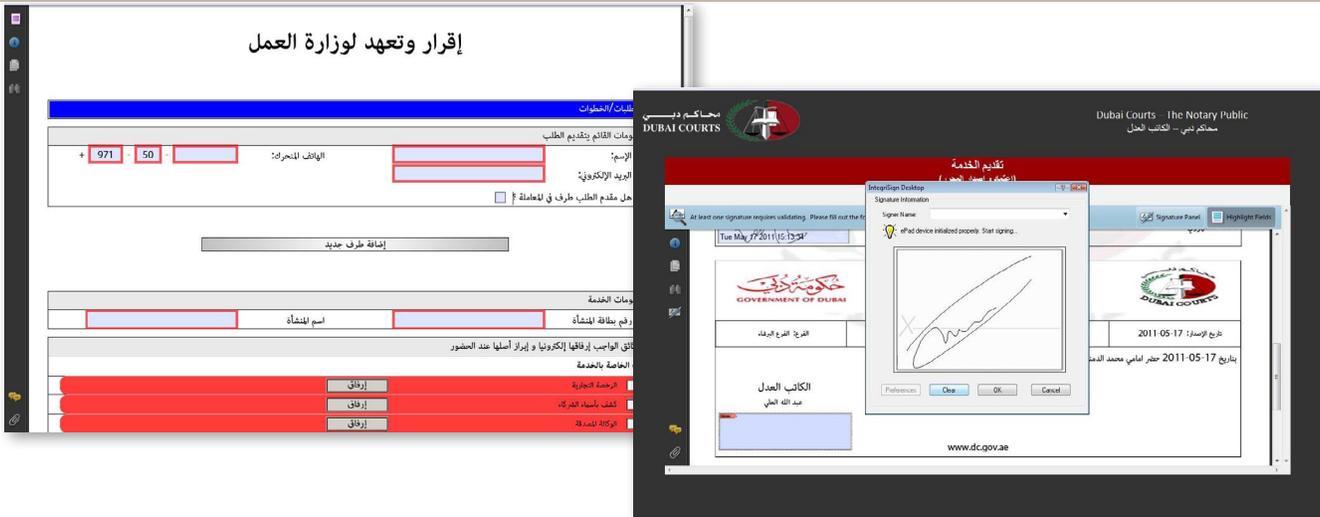
A union of seven emirates formed in 1971, UAE has become a popular destination for global businesses and travelers due in large part to its state-of-the-art infrastructure and natural beauty. Over the years, the country has seen population rates skyrocket, now totaling more than eight million inhabitants. The population surge has exponentially increased citizen requests for services—marriage licenses, power of attorney forms, new business applications, work visas, and others—especially in the powerful city of Dubai.

Over the years, the Dubai government has been improving delivery of government services to the public by leveraging eServices. With the increase in population and the goal of streamlining access to government services, the notary public department became one of the initial projects to deliver convenient, efficient, and streamlined access to services.

"In the UAE, all requests for services must be approved by several parties, including a government notary. In Dubai, that means approval from the Dubai Courts," explains Dr. Usman Zafar, managing director at Al Taqnyah Business Solutions, an Adobe partner and a division of the ARMS Group of companies.

"The Dubai Court processes more than 160,000 submissions received each year, serving more than 320,000 citizens," says Dr. Ahmed Saeed Bin Hezeem, director general of the Dubai Courts. "Using the Adobe Digital Enterprise Platform (ADEP) and the Adobe Flash® Platform, we created eNotary, a revolutionary online service that streamlines processes for faster execution of requests, better citizen services, and more efficient government operations."

With the Adobe Digital Enterprise Platform, citizen requests for services are automated for optimal efficiency and faster delivery. The Adobe solution automatically populates required clauses and information depending on the type of service selected, and produces a dynamic PDF document that citizens can submit online or print and mail to Dubai Courts.



Challenge

- Efficiently processing a growing number of citizen requests for services
- Reducing operating costs and request approval times
- Improving citizen services

Solution

The Dubai Courts is using the Adobe Digital Enterprise Platform to:

- Automate request routing for faster review and approval
- Automatically populate forms with appropriate service data
- Enable online or offline submission of service requests
- Automate capture of citizen-submitted data in key back-end systems
- Provide easily accessible, ongoing status updates on requests in process

Benefits

- Efficiently processed requests from more than 300,000 clients annually
- Rendered 168,000 services in 2010
- Accelerated request fulfillment by as much as 60%
- Enabled citizens to complete requests online or offline utilizing the free Adobe Reader®
- Improved transparency of request fulfillment processes
- Gave citizens round-the-clock, real-time visibility into the status of their requests
- Reduced government administration costs

Dubai's digital revolution

The notary process within Dubai requires many important security and archiving procedures. Dubai and its courts' officials previously processed citizen notary requests over the counter using a Notary Application by Notary staff. Citizens would bring in certificates for notarization, which had to be approved, paid for, signed, and stored in the Notary Application Database by the Notary Public officer. The process required several steps that could introduce errors or result in delays in approval of the certificate. Because the documents are legally binding, specific security measures need to be followed and the Courts must manage long-term storage of and access to the documents.

By integrating the Adobe Digital Enterprise Platform with an existing Oracle Portal and database, the Dubai Courts is automating the notarization of standard citizen requests. For instance, the new eNotary application enables Dubai Courts employees to initiate a request for citizen services by electronically searching, in real time, the existing databases to populate and generate PDF documents ready for payment and the necessary signatures for completion.

Using Adobe and MarkAny solutions, the Court keeps documents secure once printed, preventing risk of forgery. By combining the features in MarkAny with the Adobe solutions, printed eNotary documents have a complete audit log for tracking when, where, and who is printing the sensitive documents.

"With the Adobe Digital Enterprise Platform capabilities Forms and Process Management, we have created a smart, multistep workflow that streamlines the process for citizens and enhances security of legal documents," says Abdul Rahim Ahmad Almodhahreh, director of information technology department of the Dubai Courts. "The result is a more efficient, transparent system for delivering outstanding citizen services."

The eNotary service provides a seamless connection between citizen-facing processes and back-end systems. Citizens can log into the city's secure website and easily navigate through an intuitive front-end interface developed using the Adobe Flash Platform. Depending on the services requested, the system automatically selects the appropriate service request forms in PDF (Portable Document Format), and using Forms capabilities in ADEP automatically populates the forms with personal information entered by a citizen, as well as the appropriate legal clauses and other proposed standard information stored in the city's back-end systems.

Using the capabilities in the Adobe Digital Enterprise Platform, the eNotary service provides a secure, seamless connection between citizen-facing processes and back-end systems.



“Automating service request processes has dramatically shortened approval times and reduced the strain on court resources.”

Abdul Razzaq Mohmmad Ahmad Al-Qassim
Director of notary public department,
Dubai Courts

When completing the forms, citizens can save PDF applications locally to their computers and complete the form later at their convenience without downloading any additional software using the free Adobe Reader. Completed PDF forms that citizens submit to the court online using free Adobe Reader are automatically routed to the proper department for review and approval, following business rules managed in Process Management capabilities in ADEP. The ability to pay for the notary services online and completed forms with electronic signatures has streamlined the process for both citizens and court representatives.

The eNotary application integrates the Adobe Digital Enterprise Platform with electronic identity smart cards from the Emirates Identity Authority (EIDA) to provide secure and efficient processes. Citizens scan an identity card through a smart card reader and the application completes the appropriate information on the form. This integration saves time for the citizen, reduces errors on the forms, and provides a higher level of security and information authenticity.

“Automating service request processes has dramatically shortened approval times and reduced the strain on court resources,” says Abdul Razzaq Mohmmad Ahmad Al-Qassim, director of notary public department at the Dubai Courts. For example, a 60-page application to start a business in Dubai was a complex process and required coordinating information from many different teams. With the Adobe Digital Enterprise Platform, necessary data can be populated automatically into form pages and completed forms are routed to each team involved in the process.

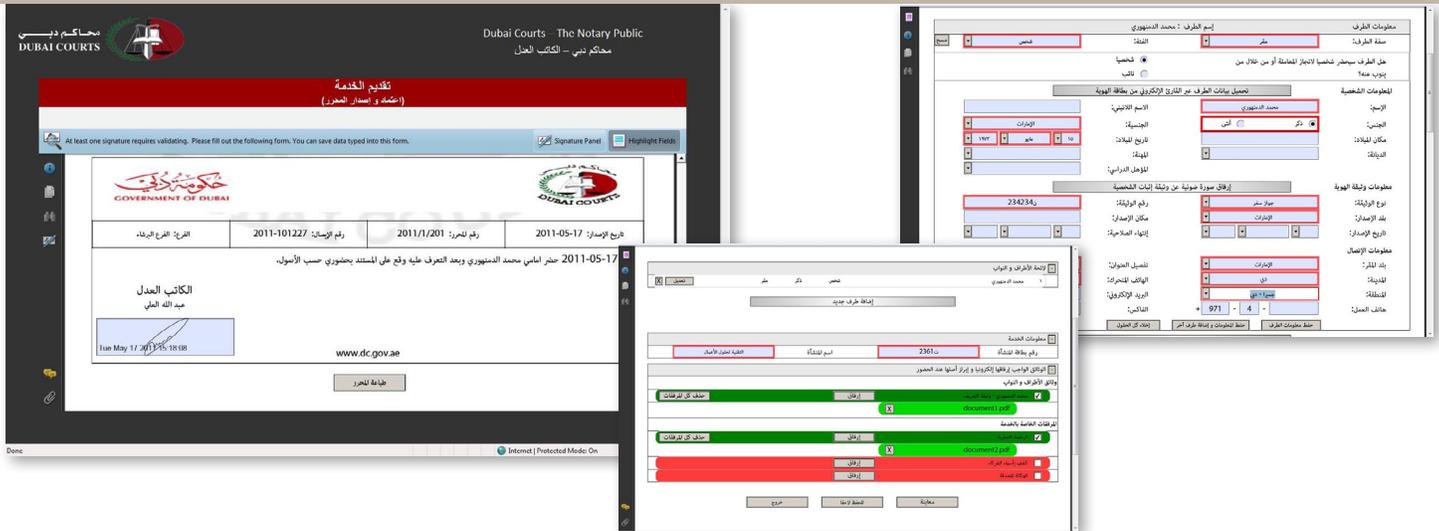
“By automating citizen-facing service requests using the capabilities in the Adobe Digital Enterprise Platform, we reduced the time to process new business applications by as much as 60%,” says Ibrahim Abdoh, head of planning and development of the Dubai Courts.

A regional benchmark

According to Zafar, the Adobe Digital Enterprise Platform is not only more efficient and cost effective, but it also supports more transparent processes, giving citizens round-the-clock, real-time visibility into the status of their requests. This is critical, since fulfilling service requests typically involves many steps and many different groups.

With Workspace capabilities in ADEP, the courts integrated a notification process into workflows to let citizens know about request status. Citizens can now receive e-mails or SMS texts in both English and Arabic, alerting them to the current status and if additional information is needed to complete a process. The multiple language support of Workspace in ADEP offers more flexibility and customization for clients.

Dubai Courts extends services to its citizens, both online and offline documents are delivered securely beyond the firewall using powerful capabilities in the Adobe Digital Enterprise Platform including Forms, Reader Extensions, and Process Management support.



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Ibrahim Abdoh
Head of planning and development,
Dubai Courts

Toolkit

Adobe Digital Enterprise Platform.

Capabilities include:

- Barcoded Forms
- Forms
- Process Management
- Reader Extensions
- Workspace

Adobe Flash Platform. Components used include:

- Adobe Flex
- Adobe Flash Builder

After receiving notification that their request has been approved, citizens can schedule an appointment online with a notary public to finalize the transaction. The rich scheduling interface, also built with Adobe Flex®, displays the availability of notaries in different offices, making it easy for citizens to schedule appointments. The powerful service platform also enables citizens to pay for service requests online via a secure system.

Today, the Dubai Courts eNotary application is a model of efficiency and success for any government looking to enhance citizen services, and it’s the gold standard for high-quality citizen services in the Middle East. “Dubai Courts, and the UAE government as a whole, is committed to creating new and better ways to serve citizens,” says Dr. Ahmed Saeed Bin Hezeem at Dubai Courts. “The Adobe Digital Enterprise Platform gives us the flexibility and scalability to continually expand the breadth of online services we offer and to further refine our processes for more efficient, responsive citizen services.”

For more information

www.adobe.com/solutions/customer-experience/enterprise-platform



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