




## CUSTOMER AT A GLANCE

# Juma Al Majid

Learn how Juma Al Majid uses iServer365 to improve alignment and strategic execution across a variety of disciplines.

 <b>INDUSTRY</b> <b>Retail</b>	 <b>REGION</b> <b>Middle East (UAE)</b>	 <b>USE CASE</b> <b>Strategic Portfolio Management</b>	 <b>PLATFORM</b> <b>iServer365</b>
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## The Challenge







Juma Al Majid Holding Group operates approximately three dozen companies in the UAE across diverse industries including contracting, commercial, travel, real estate, and investment.

- To best manage their network of businesses, they needed a more agile, cloud-based enterprise resource planning (ERP) system that could break down silos and achieve alignment between business & IT operations.
- Wanting to bring in a tool which will help them standardize and complete simple EA functionality such as relationships and dependencies.
- Wanting SaaS first approach.

## The Result

- iServer365 provides Juma Al Majid with more alignment between the business and IT to achieve their goals, business strategies, and output.
- Integrations with Microsoft and existing CMDB and ITSM (change Management) have allowed for a straightforward and easily adaptable induction that complements their journey to digital transformation.

## How they plan to use iServer365 moving forward

 <b>Data Governance</b>	 <b>IT Asset Management</b>
 <b>Process Improvement or Engineering</b>	 <b>Process Modeling</b>
 <b>Risk Management</b>	 <b>Security Solution</b>



I can see that Orbus Software takes care of customers, listens to feedback, and is ready to develop the product to fit our needs.

**Ahmad Al Shami**

Senior IT Operations Manager