



Case Study

# Services Integration Platform (SIP) for a Large International Bank in Saudi Arabia



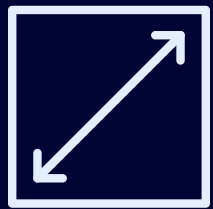
Since the COVID-19 pandemic, the government of Saudi Arabia has grown its digital economy to meet its goals of economic diversification, inclusion, quality of life, and sustainability. The country's digital government platforms have been instrumental in helping agencies share data while offering people safe, reliable and user-centric services. For example, 24 million people have used a digital platform for e-government services like digital IDs, authentication services, and passports, for more than 300 different transactional services. (The World Bank, April 2023)

## PROJECT OVERVIEW

As a large corporate bank with several office spaces within three towers in Saudi Arabia, and keeping in line with digitising systems for more efficiency and enhanced experience, the client needed a solution to monitor and manage their multiple spaces and buildings effectively. They required an overall solution to track usage of the spaces and resources that were operating separately, a more efficient management system for their buildings, as well as ways to operate more sustainably.

iviva's Services Integration Platform (SIP), centred on our Lucy platform, provides a single, centralised solution with process automation, data analytics and user-friendly data visualisations. The different building systems, from Building Management and Lighting Control, to Parking and Access Control and more, are integrated and managed in the single platform. Customised dashboards with built-in alarms and alerts, allow the client to stay informed of all processes and and be alerted of any abnormalities within the buildings and offices, leading to better decision making for improved day-to-day office operations, enhanced user experiences and optimised building management.

## KEY NUMBERS



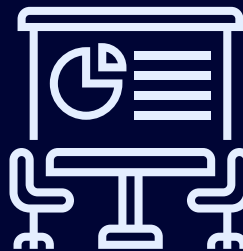
**34,000 sqm**

Total Area



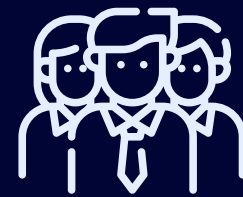
**3**

Commercial Towers



**60**

Commercial Rooms



**2,800+**

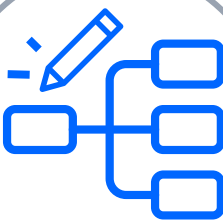
Employees/Users

## KEY OBJECTIVES



### Enhance User Experience

Implement and deploy SIP for seamless communication and collaboration between users of all commercial rooms and towers.



### Workflow Design

Develop a well-defined workflow, ensuring efficient processes and the automation and management of repetitive/manual tasks.



### Alarm Integration

Configure and monitor alarms generated by 17 connectors linked to the Building Systems, enhancing operational reliability and responsiveness.



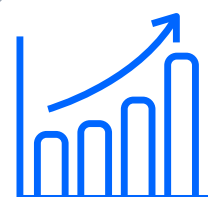
### Report Generation

Comprehensive reports with details for each system, including UI, data sets and any details of abnormal conditions, reporting frequency, etc.



### Dashboard Creation

Design user-friendly dashboards to offer real-time visibility and monitoring of system performance via one central platform.



### Analytics GUI Development

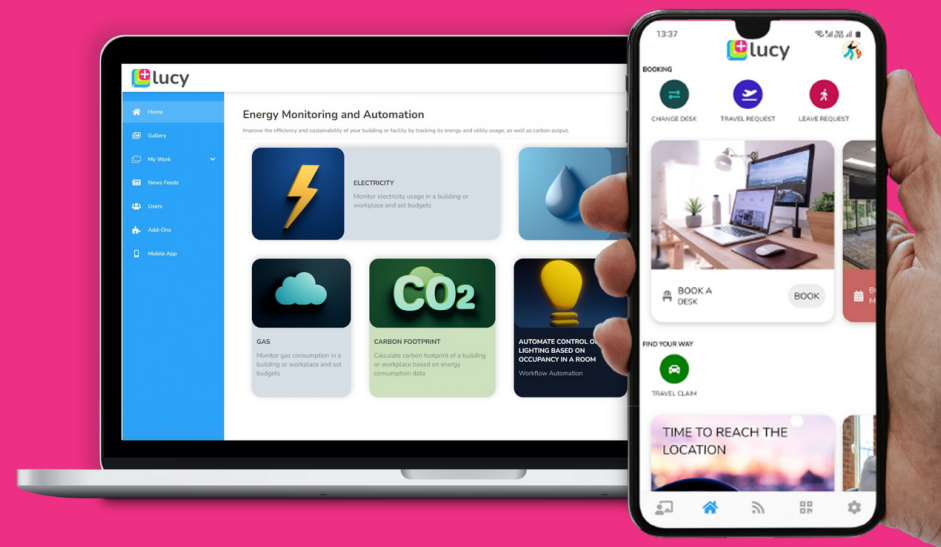
Develop an intuitive Analytics Graphical User Interface (GUI) to enable in-depth data analysis and visualisation, facilitating data-driven decisions.

# SOLUTION

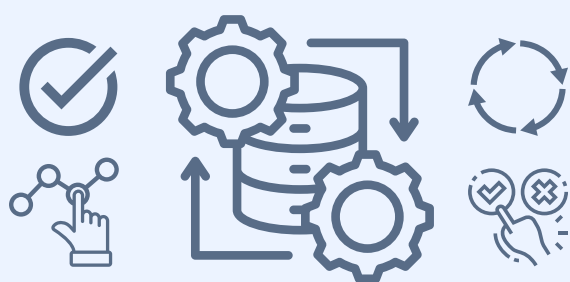


## iviva's Lucy Platform

The core of the solution is iviva's Lucy platform, which serves as the central hub for data management and integration.

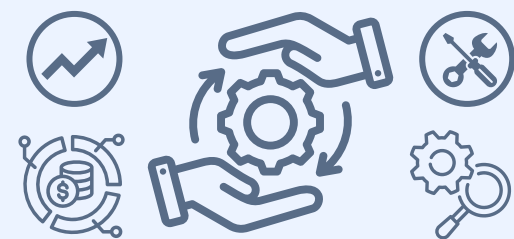


### Workflow Integration



The workflow integration system, implemented through Lucy, streamlines processes and automates tasks, thus facilitating data analytics to be used for better decision-making on building management and business operations.

### Data Exchange and Integration



Lucy's low-code visual environment empowers users to integrate all building systems, assemble workflows and utilise their data without extensive coding.

### Customised Dashboards



To enhance user experience and meet the diverse needs of the different areas of the building and workplace, three types of custom dashboards were created:

1. **Employee Dashboard** for Visitor Count and Movement
2. **Operational Dashboard** for Occupancy Count at Desks, in Rooms and Washrooms; Washroom Air Quality, Parking, Alarms, and Maintenance Schedule
3. **Energy Dashboard** for Total Energy Distribution, Building Utility Profile and Carbon Footprint

### Alarms and Reporting



The solution manages the **alarms from 17 connectors** for the Building Automation System, ensuring that any abnormalities are alerted, and timely responses are actioned for critical events.

Alarm types include:

- Operational
- Maintenance
- Incident



# SYSTEMS/INTEGRATIONS

for Building Automation and Management



Building Management System



Lighting Management System



Access Control System



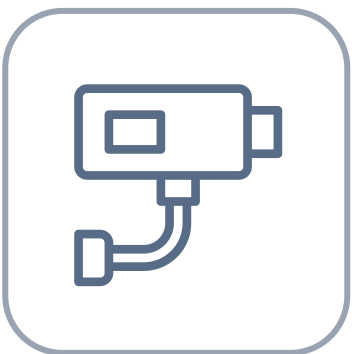
Fire Alarm System



Public Address System



Metering



CCTV



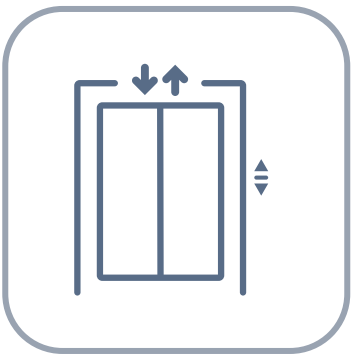
Parking



Signage



Sensors



Elevator



Elevator Intercom Security System

## Integrations within Buildings/Workplaces

for Analytics, Reports and Dashboards



Active Directory/Exchange



Smart Visitor Management



Smart Meeting Rooms



Integrated Facility Management



Smart Collaboration Platform



Smart Washrooms



Energy Analytics



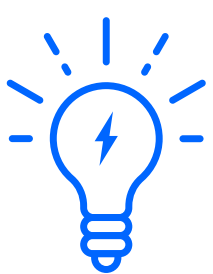
Integrated Mobile App

## EXPECTED OUTCOMES

By implementing the Services Integration Platform (SIP), the client gains a **centralised solution for efficient workplace and building management**. This integrations through Lucy streamline processes that include resource and energy tracking, leading to cost savings and sustainability improvements, ultimately **enhancing the staff's user experience in the workplace, overall productivity, optimised business operations, and enhanced building management**.

In addition, the custom dashboards with alarms and real-time monitoring **ensure the client offices' and buildings' integrity**. Prompt responses to building abnormalities **improve day-to-day operations and overall efficiency**, creating a safe, comfortable, and productive workplace.

### DID YOU KNOW?



The Saudi government wants to build communities and boost the economy by regenerating the country's digital infrastructure. To this end, it has committed to an annual investment of 2.5% of GDP in the research, development, and innovation sector by 2040. (World Economic Forum, January 2023)

**Lakshman Shanthalingam**

**VP - Global Sales**

[lakshman@iviva.com](mailto:lakshman@iviva.com)

+65 8118 3241

**iviva.com**