



نماء للخدمات المشتركة  
**Nama Shared Services**

BMC Helix Digital Workplace Advanced has made it possible for Nama Shared Services (NSS) to align its services with the company's agile culture

3000+  
Users supported

30  
Services Catalogues

80%  
Reduction in  
Service Catalogues  
Items

## Overview

Nama Shared Services is established to provide shared services to Nama group subsidiaries, in accordance to the law for the regulation and privatization of the electricity and related water sector.

## The Challenges

- 1) NSS provides various services to its customers and hence it becomes crucial to reinvent the unified catalog and present offerings in a compact yet simple and user-friendly.
- 2) High number of forms lead to confusing the end user to choose the right form presented in the portal.

## The Solution

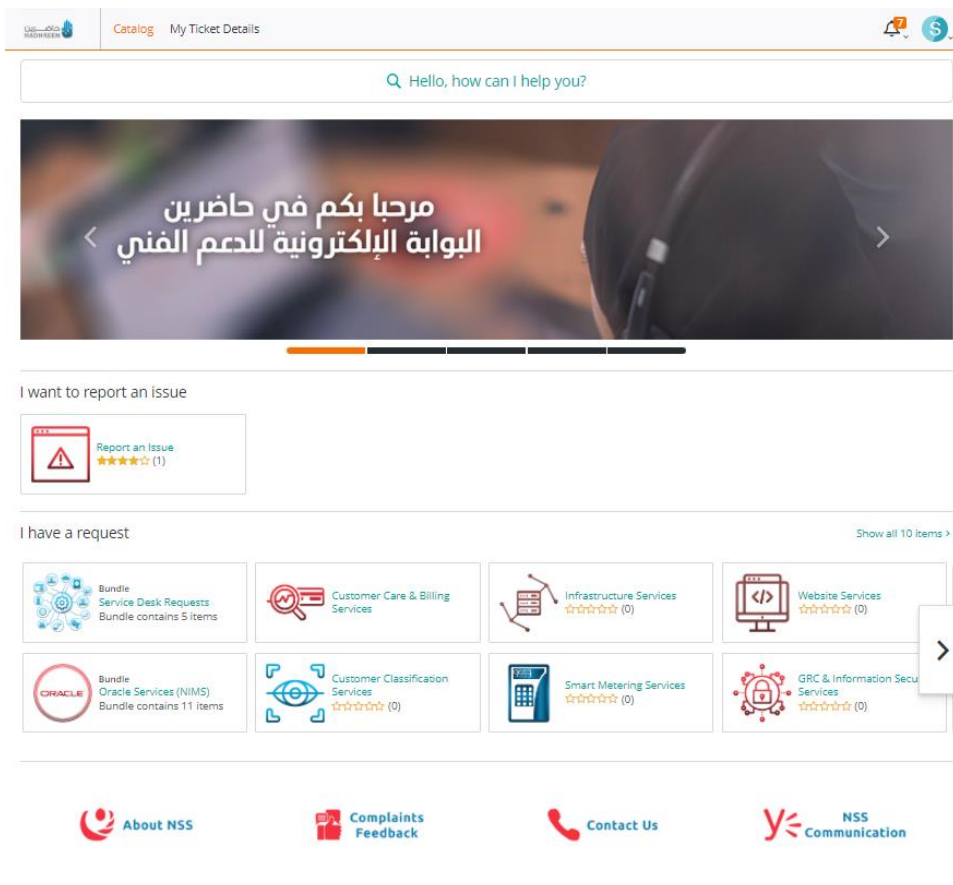
NSS engaged with ACSC & BMC to evaluate the current state and its consequences. Based on industry best practices and consultation, the solution was to upgrade and enhance the current investment and reinvent the unified service catalogue to be aligned with NSS core business.

BMC Digital Workplace Advanced product suite has helped in streamlining the service offerings and enhanced the customer experience with simplicity and intuitive interface.

With Digital Workplace Advanced, number of service catalogue items (Services) were reduced from 66 to 12 (~80% reduction).

The new portal provides an omni-channel one-stop-shop for consuming services coupled with a shopping cart experience, mobility for end users as well as the ability to promote the services with ratings, and show the service costing to end users

BMC Digital Workplace administration portal empowered the technical team to create and manage services using a drag/drop wizard with zero required coding or programming.



## Business Impact

BMC Helix Digital Workplace Advanced has made it possible for Nama Shared Services (NSS) to align its services with the company's agile culture, professionalize the availability and delivery of its digital services, and obtain a significant improvement in user experience.

## Roadmap & Vision

NSS and ACSC/BMC have created a roadmap for how the future state looks and the perceived value. Part of the roadmap, NSS plans to focus on deploying BMC Virtual Agent, an AI-based chatbot for conversational experience through natural language processing (NLP)

This comes as part of the continuous service improvement ensuring that all solutions are always fit-for-use and fit-for-purpose

"Digital Workplace Advance greatest strength is its simplicity and ease of customization. The product is being used by all NSS clients and offers a big value to both parties. A big thanks to BMC and ACSC teams for playing a big role for this successful project."

Miad Al Bulushi  
Service Desk Manager

Reach out to us!

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