



Holograph X

المجدوعي  
Almajdouie



# 40% Cost Savings & 3x Faster Service

## The Almajdouie Group's Success Story



## Client Overview

The Almajdouie Group, established in 1965, is a Saudi-based conglomerate that began as a land transport company. Over the years, it has grown into a multi-industry enterprise, operating across logistics, automotive, manufacturing, food, steel, real estate, and training & education. Headquartered in Dammam, the group is renowned for its innovative approach, strategic diversification, and commitment to excellence. With a strong presence in Saudi Arabia and international markets, Almajdouie continues to play a pivotal role in driving economic growth and delivering world-class solutions.

Today, the Almajdouie Group operates across Saudi Arabia and has a presence in the Middle East, North America, Europe, the Far East, and Africa, employing over 5,000 people.



# Challenges

The Almajdouie Group, with its expansive portfolio spanning logistics, automotive, manufacturing, food, and other sectors, faced significant operational challenges due to the complexities of managing multi-domain authorizations across diverse business units. Key pain points included:



## Multi-domain Authorization and Usability According to the domain:

Handling user access across various business domains was cumbersome and lacked streamlined processes, creating bottlenecks in usability and governance.



## Fragmented User Information:

User details were scattered across disparate systems, making data retrieval and integration time-consuming and inefficient.



## Integration Complexities with Oracle:

Seamlessly integrating critical systems, such as Oracle, posed challenges in maintaining data flow and consistency.





### **Information Sharing Roadblocks:**

Sharing information across multiple domains and sister companies was not seamless, resulting in delays and miscommunication.



### **Email Functionality Limitations:**

The inability to send emails directly through Jira hindered productivity and added extra steps to the workflow.



### **Lack of Automated Role-Based Access Control:**

Managing access permissions manually was not only labor-intensive but also prone to errors, leading to potential security and operational risks.



### **Serving End-Users Efficiently:**

The manual collection of information and lack of readily available data made it challenging to meet end-user requirements efficiently, causing delays and frustrations.



### **Unimpressive Service Catalog Design:**

The look and feel of the service catalog did not align with modern usability standards, reducing user engagement and making navigation less intuitive for stakeholders.

These challenges underscored the need for a robust, automated, and integrated solution to streamline operations and improve efficiency across the group's diverse business ecosystem.



# → Solution Provided by Holograph

To address the complex challenges faced by The Almajdouie Group, Holograph implemented a tailored solution that streamlined operations, enhanced usability, and improved efficiency across their business units.

## 1 **Automated Multi-Level Approval for Access Control:**

A sophisticated access control mechanism was introduced, enabling multi-level approvals based on user designations. This automated system eliminated manual oversight and improved governance.

## 2 **Integration of Best-in-Class Add-ons:**

Leveraging popular Jira add-ons like:

**SAML 2.0-based Single Sign-On:** Simplified and secured user authentication for seamless access.

**Adaptavist ScriptRunner:** Enabled advanced scripting capabilities for deeper customization.

**Refined for Jira:** Transformed the service catalog into a visually appealing and user-friendly interface.

## 3 **Custom Scripts for Enhanced Automation:**

Custom scripts were developed to elevate the system's functionality, driving integration & further customization. This automation reduced manual efforts & streamlined workflows.

## 4 **Data-Driven Insights with 3D Reports:**

Introduced advanced reporting tools to generate three-dimensional performance reports. These reports provided management with actionable insights to monitor and optimize engineer productivity.

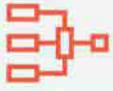
## 5 **Enhanced Service Catalog:**

Redesigned the service catalog to feature a rich, modern look and feel, aligning it with user experience best practices and improving overall usability.

By integrating cutting-edge tools, customizing workflows, and enhancing automation, Holograph delivered a solution that not only resolved Almajdouie's immediate pain points but also laid the foundation for scalable and efficient operations.

# Implementation Process

The implementation of the solution followed a well-structured process using a combination of Scrum and Kanban frameworks to ensure flexibility, efficiency, and alignment with Hyundai Mobis' evolving needs. Here's how the process was executed:



## Agile Scrum Framework:

The implementation process was structured around Agile Scrum methodology, emphasizing flexibility, transparency, and regular feedback loops.



## Expert Resources:

A dedicated team, including a Senior Architect and an Atlassian Expert, was deployed to design and execute the solution with precision and expertise.



## Weekly Client Meetings:

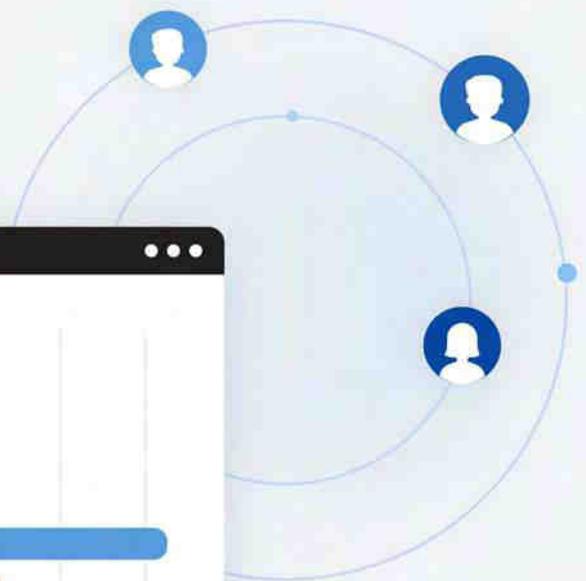
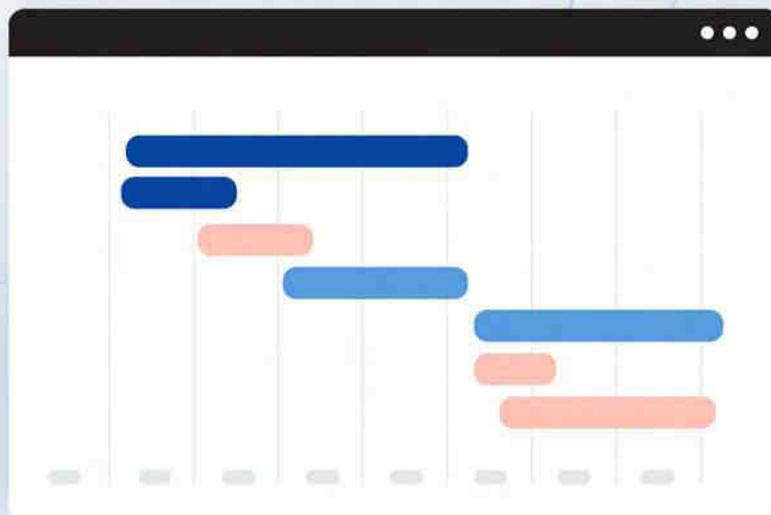
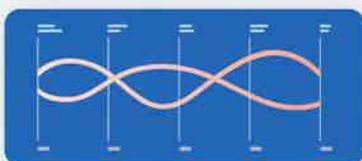
Regular weekly meetings were held with the client to provide updates, gather essential inputs, and align deliverables with evolving requirements.



## Navigating Stakeholder Complexity:

With multiple stakeholders involved, the team focused on fostering collaboration, aligning diverse needs & ensuring the solution addressed the unique requirements of each business unit.

This structured and collaborative approach enabled Holograph to implement the solution efficiently while ensuring client satisfaction and alignment with their business goals.



# Results Powered by Holograph

- **Streamlined Processes & Practices:**

The introduction of a unified system established consistent processes and practices across all sister companies, fostering better collaboration & operational synergy.

- **Improved Turnaround Times:**

Turnaround times for resolving service requests were reduced from 5 days to just 2 days, thanks to the availability of pre-validated and centralized data in the system.

- **Advanced Reporting and Insights:**

Comprehensive reports were generated at the company, department, group, and individual levels, providing actionable insights into performance through detailed KPIs.

- **Enhanced IT Operations:**

IT operations were significantly improved, enabling faster and more accurate access control for users through an automated and efficient system.

## **SIGNIFICANT COST SAVINGS:**

By standardizing the solution across all six sister companies, the group achieved

**40% Reduction in costs**

**Optimized Resource Utilization**

**Eliminated Redundancies**

Holograph's tailored solutions have driven measurable results—let us help your business achieve the same success. Contact our sales team to get started.

Get in Touch: [sales@holographtechnologies.com](mailto:sales@holographtechnologies.com)