CASE STUDY

Abu Dhabi Fund for Development (ADFD) AI-Enabled Policy & Procedure Digitization in Partnership with GIEOM

EXECUTIVE SUMMARY

Abu Dhabi Fund for Development (ADFD) partnered with GIEOM to modernize its policy, process, and governance framework through an AI-enabled platform. The transformation resulted in a 70% reduction in manual effort and a 50% reduction in Turnaround Time (TAT) for policy and process creation. The initiative established a centralized, version-controlled 'Single Source of Truth' and deployed bilingual GenAI-powered knowledge access (English ↔ Arabic).
This initiative was driven by ADFD's IT team through a structured approach to AI adoption, including model evaluation, rigorous security assessments, and use-case prioritization, positioning ADFD among the pioneers in the UAE for enterprise-grade AI deployment in policy and procedure governance.

THE CHALLENGE

ADFD's documentation and approval processes were largely manual and email-driven, leading to fragmented repositories, delayed approvals, limited audit traceability, and time-consuming document searches.
Recognizing these challenges, ADFD's IT team initiated a structured transformation roadmap, combining strong in-house AI expertise with a disciplined approach to identifying secure and scalable AI-driven solutions.

THE SOLUTION

1. **Centralized Knowledge Hub**
   Standardization of policies and procedures with migration into a centralized, version-controlled repository.

2. **Business Process Management**
   Visualization of SOP through structured process mapping linked with relevant artefacts like policies, regulations, risk & controls.

3. **GenAI Integration – Context-Based Help**
   AI-powered bilingual search that lets employees ask questions in Arabic or English and receive precise answers from enterprise documents in their preferred language, accessible via Microsoft Teams and the application portal.

4. **Learning & Development Hub**
   Automated learning paths, IT system screen simulations, MCQ-based assessments, and structured onboarding.

MEASURABLE IMPACT

70% Reduction in manual effort

50% Reduction in TAT for policy/process creation

- Real-time dashboards for leadership visibility
- Predictive reporting on document expirations
- Enhanced multilingual workforce productivity

5

Operational Governance

Role-based access control, automated lifecycle management, SLA monitoring, audit trails, delegation logic, and executive dashboards.

LEADERSHIP PERSPECTIVES

CIO, ADFD : AHMED ALMARAR

The GIEOM platform has fundamentally transformed how we manage policies, processes, and knowledge. The integration of AI-driven contextual help in both Arabic and English has empowered our teams to access precise information instantly, improving efficiency while strengthening governance.

CBO, GIEOM : MOHAMMED SHAKIR ABDULLAH

ADFD's transformation demonstrates how Blueprint, the AI-enabled Policy and Procedure Digitization Platform can elevate operational efficiency and governance. By combining structured process intelligence with GenAI-powered contextual assistance, we have built a scalable, future-ready foundation for sustainable digital excellence.

CONCLUSION

ADFD's transformation sets a benchmark for AI-enabled policy and procedure governance. Driven by a strong IT team, it reflects a structured, secure, and scalable approach to enterprise AI adoption in the UAE, setting a new standard for financial institutions.

www.gieom.com
+91 96869 17645
sales@gieom.com
support@gieom.com