Empowering Global Enterprises to Achieve Digital Transformation

Joget Combines the Best of Rapid Application Development, Business Process Automation and Workflow Management.

Open Source + No-Code/Low-Code + Workflow

What is Joget DX?

Joget DX is an open source no-code/low-code application platform for faster, simpler digital transformation. It combines the best of business process automation, workflow management and rapid application development in a simple, flexible and open platform.

Visual and web-based, it empowers non-coders to instantly build and maintain apps anytime, anywhere. Joget makes it easy to empower business users, non-coders or coders to create enterprise applications for customer management, operational excellence, business process management and administration. Every organization demands easy to build and adaptable applications, and Joget enables those application delivery goals with a low total cost of ownership.

With more than 3,000 installations, 400+ enterprise customers and 12,000 community users worldwide across various industries (including finance, manufacturing, IT, and more), Joget is a proven platform for a wide spectrum of organizations ranging from Fortune 500 companies to government agencies and small businesses.

Gartner peerinsights™

"I Dreamed Of It And Joget Did It !"

5.0 ★★★★★

"It was the only one where I could download, install and create my first app in just 2 hours directly on my Workstation (for testing purpose)!! Just amazing!! Without typing any piece of code I was able to create an app to automate a process which was done previously by email and excel file!!"

IT Manager
Industry: Finance
Role: Enterprise Architecture and Technology Innovation
Firm Size: 30B + USD

"Very Easy And Quick Implementation."

5.0 ★★★★★

"We used the Joget product for automating the catalog management and other workflow requirement. Joget has tons of feature to spin the application in matter of hours. There is no code involved. I highly recommend for any enterprise. "

Solution Architect
Industry: Healthcare
Role: Enterprise Architecture and Technology Innovation
Firm Size: 500M - 1B USD

More Insights @ Gartner.com

Create Enterprise Applications @ The Speed of Thought

FINANCIAL SERVICES

Customer: Financial Services, Malaysia

The customer is a dynamic, integrated financial services group offering banking and financial solutions through its consumer banking, SME banking, corporate and commercial banking, Islamic banking, investment banking and stockbroking businesses.

Business Issue

- They perform customer onboarding across various channels like partners and branches.
- Maintaining the consistency of these channels and intake process became a challenging effort and many resources are needed to coordinate changes.

Summary

- Customer needed to spend tremendous amounts of time and effort to exert QC (Quality Control) on the forms as those are all being built by different teams with different styles and typography.
- They needed a separate workflow to integrate with different channels such as the web, app, and support center, which has resulted in a higher cost as each channel requires different integration.
- They even wanted to centralize their data and acquire the "build once, use everywhere" approach in its business operation, so that same form / intake process can be used in multiple applications.
- An omni-channel platform was required to improve the customer experience, reengage with them and keep them informed on any updates.
- It is important for them to be able to quickly resolve issues at their backend at once, without the need to redeploy the apps and to shorten the time taken.
- They also wanted to manage SLAs for the pending forms within a certain time frame in order to meet the deadline set.

Customer On-Boarding System

Solution Highlights

- A Customer On-Boarding System was built on the Joget Platform over a period of 3 months with Joget being deployed on mobile banking, internal system, tablets system (branches) and exposing the same forms in partner applications.
- Out of the 6 applications in the system, 4 of them are in the development stage while 2 of them are already in production.
- A chat-like dialogue between web and the app is being developed to manage the customer requests and improve the user experience seamlessly.
- All customer events are published in the Red Hat AMQ to manage and keep track of the customer journeys.
- With the use of Machine Learning, the customer is able to effectively respond to different types of customers based on their respective behaviors.
- The mobile app architecture incorporates Artificial Intelligence to provide dynamic capabilities and update new services remotely.
- With a modern application architecture and leveraging Joget as their omni-channel platform backbone, they are able to accelerate their speed to market while boosting workflow productivity at the same time.

Create Enterprise Applications @ The Speed of Thought

FINANCIAL SERVICES

Customer: Finance Company, Indonesia

The company offers consumer finance, leasing, factoring, and business credit card services and has more than 5000 staff and over 600 branches in the country.

Business Issue

- Customer needed an effective way to manage system login ID for new staff hiring and for staff who are leaving.

Summary

- The customer is experiencing a monthly average of 6 staff attrition.
- An average of 9 new staff are assigned to different branches all over the country every month.
- The customer needed a secure way to keep track of new joiners' and leavers' system ID.
- Password generation needed to be secure.
- Different systems have different administrators and access management is not centralized.

Employee On-Boarding & Off-Boarding User ID and Access Management

Solution Highlights

- An Employee On-Boarding & Off-Boarding ID Management System was built on the Joget Platform to manage the creation, approval and assignments of the userID for each executive staff.
- The stakeholders of the system are cross-department and will primarily consist of department senior and junior managers.
- The system consists of 8 workflows and approval cycles and has in-depth reporting.
- The system is also integrated with the customer HR system (SAP) and was developed and deployed for the customer within 4 months.

6

Create Enterprise Applications @ The Speed of Thought

FINANCIAL SERVICES

Customer: Bank Danamon, Indonesia

PT Bank Danamon Indonesia was founded in 1956. It is supported by a network of 846 conventional branch offices, Syariah units and branch offices of its subsidiaries as well as more than 60,000 networks of Danamon ATMs, ATM Bersama, PRIMA and ALTO networks spread across 34 provinces.

Business Issue

- Customer needed an effective way to manage employee identity and system access that is secure, auditable and traceable.

Summary

- Bank employees needed to manually fill the User ID request paper form.
- Once it has been signed, approved by their immediate supervisor and scanned, the form was being emailed to the user administration group at the headquarter office for them to process manually according to the type of requests.
- Thousands of requests per month have caused this process to be time-consuming and difficult to monitor.
- Lack of control and monitoring on the request and its processing from user administration group, causes the lack of achieved SLA against the request.
- Lack of validation and "auto-reject" request if the forms submitted did not adhere to the rules.
- Error prone and possible fraud resulted from manually scanning of documents and request forms.
- User administration group which handles more than 100 applications per month, need to manually process the User ID request forms.
- Lack of User ID request report.

Identity & Access Management Workflow

Solution Highlights

- An Identity & Access Management Workflow system was built on the Joget Platform to manage and handle not only the approval processes, but also able to integrate with Bank Danamon's backend core system via middleware.
- The system processes hundreds to thousands of requests per month seamlessly.
- By automating the integration, it was also able to simplify the processes in the user administration group and the resources required to perform the processes.
- User ID requests are now fully digital, centralized and streamlined.

Create Enterprise Applications @ The Speed of Thought

FINANCIAL SERVICES

Customer: Central Bank in Southeast Asia

The central Bank's main purpose is to issue currency, act as banker and adviser to the Government and regulate the Southeast Asian country's financial institutions, credit system and monetary policy.

Business Issue

- Customer needed a paperless system to manage, monitor and keep track of all incoming and outgoing legal assignments in an efficient process.

Summary

- Legal documents were reviewed and routed manually throughout the organization.
- Approvals were manual and need to be track to meet SLA.
- Security of documents need to be enforced as they moved from one task to another.
- Review of documents needed to be assigned as tasks to specific individuals or groups.

Workflow System for Legal Services (WSLS)

Solution Highlights

- A Workflow System for Legal Services (WSLS) was built on the Joget Platform to support bank-wide legal service requests, which involves document review, approval and task assignment flow within law practitioners.
- At each stage of the workflow, it involves a minimum of 7 activities by each user role.
- The system involves stringent SLA implementation and reporting to ensure timeliness of legal service assignment completion.
- WSLS is integrated with OpenText for document management, Active Directory for user ID management, and Web Single Sign-On.

Create Enterprise Applications @ The Speed of Thought

Joget Ecosystem

- **Joget Cloud**
  Get started and start building your own enterprise app with Joget DX now.

- **Joget DX Video Tutorials**
  Watch the quick overview and learn from the video tutorials.

- **Joget DX Knowledge Base**
  Grow your Joget knowledge with the tutorials, samples apps, and other documentation reference.

- **Community Q&A**
  Ask questions, get answers, and help others.

- **Language Translations**
  Contribute to Joget Translations in more than 20 languages.

- **Joget Academy**
  Learn online and get certified.

- **Joget Marketplace**
  Download ready made apps, plugins, templates and more.

- **Joget Events**
  Catch us live and check out the upcoming or past Joget events & webinars.

- **Joget Reviews**
  Share your Joget reviews and check out our customer testimonials.

- **Joget Press**
  Catch the latest announcements and recent updates.

- **Joget Blog**
  Get the latest insights on the Joget platform.

About Joget DX

Joget DX is an open source no-code/low-code application platform for faster, simpler digital transformation.

Joget combines the best of business process automation, workflow management and rapid application development in a simple, flexible and open platform. Visual and web-based, it empowers non-coders to instantly build and maintain apps anytime, anywhere.