



# 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



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## Customer: Fortune 100 Insurance Company

The client is a Fortune 100 global company and among the top general insurance providers in the world with product offerings including life, property and casualty insurance as well as services in asset and wealth management.

### Business Issue

- Client needed an improvement in the quality, accuracy and traceability of the documents and approval statuses.

### Summary

- Client relied on manual processes for document routing, escalations and approvals.
- Purchase orders and insurance documents are sent and routed via emails in the form of PDF attachments for review.
- Paper documents are manually sent for approvers to sign.
- The business flow was time-consuming, labor-intensive and lacked of auditability for the approved/rejected documents.
- Storage of the physical documents became a problem with the increased storage cost and the need to comply with government regulations.

## Automated Order Approval System

### Solution Highlights

- An Automated Order Approval System was built on the Joget Platform to automate the approval process and eliminate manual effort through email responses.
- The combination of alerts, digital signatures, PDF reader and writer plugins made the entire process seamless.
- Paper usage is eliminated by 60% while the velocity of the document approval process is increased by 45%.
- It is projected to save approximately \$59K equivalent in man-hours.
- Email polling uses POP3 protocol to read emails with approval requests and predetermined document formats.
- PDF reader parses data such as approver, document ID and transaction amount from PDF attachments, validates and routes intelligently based on business rules for approval.
- A pre-determined email response indicates the approval or rejection of the request, and the capability to add a pre-recorded digital signature of the approver to the document in cases where the approval is being sent back to the requester.
- Capability for the approvers to approve or reject invoice orders through automated emails, without logging in to the application interface.



## Customer: An Auto Insurance Provider

The client is a property and casualty auto insurance carrier and provider of state-minimum private-passenger auto insurance for drivers in the non-standard insurance market, in 19 states across the USA.

### Business Issue

- Required an easy, automated and self-service way of submitting claims for its policyholders that is integrated with their backend core insurance platform on Guidewire to create instant claim and provide claim numbers to the customers.

### Summary

- Claim submissions are manual and required physical forms and paperwork.
- Initial damage estimate process are manual and based on photos/videos taken by adjusters.
- Location of accidents are manually mapped on paper and submitted.
- Long waiting and claim filing time for the customers on phone lines.
- Unmanageable backlog of calls & service requests for the call centers.

## First Notice Of Loss (FNOL) Mobile App

### Solution Highlights

- A First Notice Of Loss (FNOL) Mobile App was built on the Joget Platform to increase accuracy, speed and customer satisfaction.
- The call center claims call volume is reduced by 50% over the span of 6 months. The app speeds up the claim settlements by over 100%, compared to the call-in and manual input of claim information.
- A quantum leap is provided for the company which did not have any online self-service functionality, except for a rudimentary “quick payment” of premium.
- The app which has the policy holder’s information, pulled up from the client’s system of record on Guidewire Policy Center through an API to minimize the data input.
- Integration with Google Maps to automatically record the location of the incident.
- Camera integration to take pictures and videos through the app and the capability to upload pictures and videos from mobile devices.
- API Integration with AI/ML Engine to help analyze the pictures and provide estimates, and the ability to update information submitted after users left the location of the incident.
- An API Integration with Guidewire Claim Center to create a claim from the captured information, return the claim number for contact details and show the next steps to the customers.

## 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.

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