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

Table of Contents

Create Enterprise Applications @ The Speed of Thought

AVIATION

Customer: Malaysia Airlines, Malaysia

Malaysia Airlines is the flag carrier of Malaysia and is headquartered in Kuala Lumpur, Malaysia. The airline is one of Asia's largest airlines and serves 40,000 guests on 330 flights to more than 50 destinations daily.

Business Issue

- The customer is having difficulty in matching warrants and tickets correctly for reconciliation to bill Government/GLCs because of time constraints and the high volume of hardcopy warrants to handle with limited resources available.

Summary

- The Government of Malaysia which includes ministries, Federal Government offices, State Government offices, statutory bodies, agencies and government-linked companies (GLCs), uses warrants to purchase flight tickets from Malaysia Airlines (MAS).
- Currently, MAS handles more than 200,000 warrants per year, an average of more than 17,000 warrants per month.
- The warrant is used to match against invoices generated by SAP.
- The matching process is currently done manually to ensure that tickets and invoices are correctly issued and tally with warrant information, before sending it to the Government.
- The warrant will be attached to the invoice and send out to the Government via normal post or courier services.

Government Official Travel System

Solution Highlights

- A Government Official Travel System was built on the Joget Platform to manage the creation of online warrants, travel requests, approval, assignments of the travel agent for each request and printing e-tickets.
- At the end of the day, the system will match the warrants and tickets against the SAP invoices.
- The system has in-depth reporting on matched warrants.
- The system is also integrated with the customer's SAP system, Global Distribution System (GDS) using Sabre, and the Malaysia Government Accounting System (1GFMAS).
- The system was developed and deployed for the customer within 6 months.
- To date, the system has matched more than 800,000 warrants against SAP invoices.

Create Enterprise Applications @ The Speed of Thought

AVIATION

Customer: AirAsia, Malaysia

AirAsia is a Malaysian multinational low-cost airline headquartered near Kuala Lumpur, Malaysia. It is the largest airline in Malaysia by fleet size and destinations. AirAsia Group operates scheduled domestic and international flights to more than 165 destinations spanning 25 countries.

Business Issue

- Customer needed an effective platform to build multiple applications to track and monitor the status of various requests from various sections of their organization.

Summary

- All requests are manual and approvals took a long time without measurable SLA or ability to track.
- The requests are regional and cross organizations.
- Vendors registration reviews and approvals are not centralized.
- Request fulfillments are slow and there are no notifications for status report.

Platform To Internally Build and Deploy Applications

Solution Highlights

- The customer underwent Joget training and coaching before developing their own applications.
- Among the applications developed are:
  - Regional Network and Fleet Planning
  - Regional Reservations Control
  - Merchandise Request
  - Vendor Maintenance
  - Fight Attendant Department (Briefing Note, Appraisal, etc.)
- A Deployment Request Approval system was specifically built to manage the creation, approval and status update of the deployment request.
- The process required independent Change Advisory Board (CAB) parallel approval.
- The system has a weekly email reminder on outstanding tasks.
- The system is also integrated with the customer's Active Directory.
- The system was developed and deployed for the customer within 3 months.

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

- The 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.

Source: Financial Services, Malaysia | Joget Customer

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.

Create Enterprise Applications @ The Speed of Thought

www.joget.com

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.

Source: PT Itasof, Indonesia | Joget Partner   7

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

GOVERNMENT

Customer: Baltimore Environment Police

The Baltimore Environmental Police is a unit of the Baltimore City Department of Public Works that work to maintain clean, healthy, sustainable environment. It oversees an area that encompasses about 24,580 acres of watershed including the Loch Raven and Liberty reservoirs that are the primary sources of healthy drinking water for about 1.8 million consumers in the Baltimore region.

Business Issue

- Needed to provide a central portal for the Baltimore Environmental Police to digitize all internal operational processes and automate repetitive and manual tasks with limited involvement from staff.

Summary

- Baltimore Police faced numerous challenges with their internal operational processes such as Employee Schedule Management, Department Roster, Permit Approvals, Vehicle Inspection, etc.
- These processes were paper-based, repetitive and time-consuming and were performed using disparate data, siloed software and manually approved Watercraft permits, eventually resulted in increased overhead costs and inefficient functioning.

Record Management System

Solution Highlights

- A Record Management System (RMS) was built on the Joget Platform to serve as a centralized digital portal for efficient resource management.
- The number of staff required to manage the administrative processes has been reduced and this helps the client to appropriately allocate their resources elsewhere.
- The automated processes have also improved the operational inefficiencies by about 60% and provide an unprecedented means for the public to submit permits online to the department for approval.
- This has significantly reduced overhead and turnaround time for both internal and public-facing processes, which in returned helps to build public trust in the department.
- Digitally manage all internal operations such as the Employee Schedule Management, Department Roster, Professional Development and Permit Approvals.
- Permit Management component that publicly enables online submission of Watercraft permits to save time and resources in the permit approval process.
- A device-agnostic application suite that can be accessed on both desktops and mobile devices.
- Able to issue warning notices with a digital signature from any handheld devices.

GOVERNMENT

Customer: SECURE, Orange County, Clerk-Recorder, United States

Orange County is located in the Los Angeles metropolitan area in California. As of the 2020 census, the population was 3,186,989, making it the third-most populous county in California, the sixth-most populous in the U.S., and more populous than 21 U.S. states.

The Clerk-Recorder Department is responsible for recording documents such as real property transactions, issuing marriage licenses, performing civil marriage ceremonies, issuing birth, death, and marriage certificates etc.

Statewide Electronic Courier Universal Recording Environment (SECURE) is their cost-effective, public service Electronic Recording Delivery System (ERDS) program regulated by the California Department of Justice.

Business Issue

- Business processes and workflows upstream of SECURE, such as obtaining and managing applications, were primarily conducted manually via emails resulting in significant overhead, cumbersome tracking, and inaccuracies inherent to manual processes.

Summary

- With SECURE Support Workflow (SSW) application, the customer streamlined and automated their business processes to handle a large volume of SECURE Support activities.
- They were able to manage the progress of these activities real-time, track activities to completion, and report on pertinent data.

SECURE Support Workflow (SSW)

Solution Highlights

- The SECURE Support Workflow (SSW) system automated approximately 8 processes through about 150 user screens. All this was built on Joget by one of their citizen developers within a period of 6 months.
- Instead of hiring a large development team, a single team member has been enhancing the solution, for over a 4 years period.
- This has helped the customer to bend the cost curve levels of their organization while boosting their working productivity at the same time.
- The SSW system also allowed the organization to better manage its resources by reducing a team of 8 to 4 (50% reduction). The client is thus able to better allocate and make use of their valuable resources elsewhere.
- The system was also used to implement Government to Government (G2G) recording delivery, which consists of the government's own unique implementation processes.
- The client has recently expanded their team to focus on business activities as they consider Joget for their many IT Service Management (ITSM) needs.

Create Enterprise Applications @ The Speed of Thought

NON-PROFIT

Customer: Katalyst, India

Katalyst is an organization in India with centers located in different cities all over the country. The organization works to recruit young women from low-income families and educate as well as train them in various academic subjects. Women get exposures and opportunities to connect and network with well-known corporations all over the country.

Business Issue

- Needed to provide an end-to-end automated training attendance tracking system that digitally records the attendance of students to enhance the visibility, auditability, and traceability of the processes.

Summary

- The tracking process of students attending training at Katalyst relied heavily on paper-based and manual procedures.
- Tracking was performed using paper sign-in sheets and exchanging online meeting screenshots which have resulted in a lack of record-keeping, visibility and auditability of student attendance by Program Managers, Training Coordinators, Mentors and the Finance department.
- Trainers needed to be able to plan and schedule training sessions all over the country.

Automated Training Attendance Tracking

Solution Highlights

- An Automated Training Attendance Tracking system was built on the Joget Platform to replace paper-based processes.
- Katalyst is able to cut down their time and effort spent as well as reducing the chances of human error.
- The implemented validations on QR codes alleviated concerns of codes being shared or duplicated by attendees, which has enhanced the overall learning experience by providing a user-friendly and convenient means to keep records of attendance.
- Able to schedule and manage training sessions for multiple training centers.
- Trainers are now able to review and verify digital attendance in the portal before actual submission.
- Unique QR codes are generated with key data points such as Training Name, Category, Batch, Location and Start & End time to schedule training sessions.
- Student attendance is digitally recorded by scanning the QR code with mobile devices.
- Allow two-factor authentication of QR codes that is uniquely attributed to each student and a specific training session.

Source: Mokxa Technologies, United States | Joget Partner   11

Create Enterprise Applications @ The Speed of Thought

NON-PROFIT

Customer: Hospis Malaysia

Hospis Malaysia is a charitable organization providing professional community palliative care to those with life-limiting illnesses (such as cancer, AIDS, organ failure or progressive neurological conditions).

Business Issue

- Requires the ability to access and update patient records instantaneously via notebooks or hand-held devices while out on calls, and consult with multiple parties.

Summary

- Almost all patients are treated at their place of residence.
- Clinician needed to retrieve and carry physical files to the patient's residence.
- Patient visits are scheduled, but the clinical team often makes unscheduled calls usually due to emergencies.
- Medical equipment loaned to patients needed to be tracked.
- Manual coordination of palliative care that involved a doctor, a nurse, an occupational therapist and a pharmacist.

Patient Records Management (PRM)

Solution Highlights

- PRM allows Hospis Malaysia to keep track of all patient visit schedules as well as emergencies.
- PRM provides the ability to coordinate all aspects of treatment and care in one record online which can be accessed simultaneously by more than 1 member of the care team for treatment and patient management discussion purposes are useful.
- PRM's collection of patient data has provided information about the management of patients. These data are collected and analyzed to give potentially valuable information about how patients are managed.
- Information within the PRM also enables performance tracking of each member of the clinical team. E.g. response time to calls, the effectiveness of symptom management by nurse/doctor, total contact time made with patients by each nurse/doctor, etc.
- PRM provides a full overview, where doctors in discussion with the pharmacist may be able to ascertain possible drug interactions, or if there is a need to cut down on oral prescriptions because of the patient's lack of ability/desire to ingest orally, decisions can then be made.

Create Enterprise Applications @ The Speed of Thought

INSURANCE

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.

Create Enterprise Applications @ The Speed of Thought

INSURANCE

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.

Create Enterprise Applications @ The Speed of Thought

MANUFACTURING

Customer: Chin Hin Group, Malaysia

Chin Hin Group is engaged in the provision of management services and investment holding. The Company operates through five segments consisting of investment holding and management services, distribution of building materials and provision of logistics, ready-mixed concrete and precast concrete products, and manufacturing of wire mesh and metal roofing systems.

Business Issue

- Needed to consolidate all accounting workflows to allow the validation and tracking of invoices, debit/credit notes, account receivables, and other accounting operations.

Summary

- A tremendous amount of time and labor is spent on manual data entry.
- It was difficult to keep track of the physical documents such as invoices and credit notes.
- Lack of people and resources to speed up the workflows.
- Required to shorten the time taken and achieve consistency in records management.

Accounting Workflow System

Solution Highlights

- An Accounting Workflow System was built on the Joget Platform as part of the company's direction of automating its accounting processes.
- Joget was deployed in functions such as Accounts Receivable and Payable, Credit and Debit Note issuance, Goods Received Notes processing, and Bank Reconciliation.
- Joget ensured that the approval and validation requirements in the processes were met following the pre-set conditions.
- Hence, users are promptly notified of issues and they are able to make amendments immediately to get the process moving faster.
- Joget was easily integrated with an OCR and software robot applications which in its entirety forms Chin Hin's accounting RPA solution.
- As a whole, the Group noticed approximately 65% savings of time and resources since the implementation of the System to the Group's business operations.

Create Enterprise Applications @ The Speed of Thought

MANUFACTURING

Customer: Hume Cement, Malaysia

Hume Cement is a wholly owned subsidiary of Hume Industries Bhd; a member of the Hong Leong Group, started operation in 2012 with the aim of offering a complete supply chain solution that meets customers' needs. It is led by a team of dedicated and experienced professionals that continue to propel the company forward with all the latest industry technical innovations.

Business Issue

- Need to digitize business processes and improve productivity; simplify and accelerate the application development process and to gather all satellite apps into a centralized platform where all employees are able to access and retrieve information.

Summary

- Customer relied on manual business processes and paper forms.
- Traditional coding approach was required to develop enterprise apps.
- Needed to deal with duplicate processes which take up a lot of time.
- There are too many satellite applications where information is located all over the place, hence difficult to keep track.

All-In-One Workflow Management System

Solution Highlights

- The customer deployed more than 100 Joget enterprise applications for their Procurement, Production, Finance and Human Resource departments.
- Besides applications, they have also developed 2 plugins on Joget DX to further enhance their application development process.
- They leveraged Joget as a **"One-Stop Solution"** to compile, standardize and centralize all satellite apps in one place, enabling the employees to access and retrieve information with great ease.
- One of their teammates has been assigned to design their own Joget subforms and dashboards without the use of code.
- Significantly reduce the Purchase Requisition and Purchase Order process approval SLA that typically takes anywhere from 2 weeks/1 month turnaround time to a record-breaking 3 days.
- The Joget no-code/low-code platform has helped the customer to reduce their application development time significantly.

Source: Hume Cement, Malaysia | Joget Customer   16

Create Enterprise Applications @ The Speed of Thought

MANUFACTURING

Customer: PT Komatsu Marketing and Support Indonesia (KMSI)

PT Komatsu Marketing and Support Indonesia (KMSI), under the global brand of Komatsu, is a leading manufacturer of heavy equipment in Indonesia. As a full-scale manufacturer, Komatsu also produces bulldozers, dump trucks and hydraulic excavators, frames, steel castings and related components, that are supplied to all Komatsu worldwide.

Business Issue

- To reduce company costing and expenses.
- To be able to constantly keep track of stock availability, quantity, status and its locations.

Summary

- Business operations which include the stock calculation were being done manually.
- Difficult to keep track of the stock availability, quantity and status.
- This has resulted in a duplication of stock orders and a loss of approximately $200K of stocks.

Control Of Consumable Goods App

Solution Highlights

- A Control Of Consumable Goods App was built on the Joget Platform to better secure their assets (stocks).
- Loss assets of approximately $200K have been found and additional stocks worth more than $250K are saved.
- This resulted in a total saving of approximately $450k in the form of assets.
- Implemented reminders via email notification whenever the stock quantity level is low.
- Based on the stock availability reminders, employees are able to replenish stocks on time by creating Purchase Requisition (PR) in advance for the respective departments to approve.
- Implemented checklist to monitor/dispose of and transfer of any stocks that are not in good condition, to the respective warehouses in different locations.

Source: PT Itasof, Indonesia | Joget Partner

17

MANUFACTURING

Customer: Baosteel Engineering Group

With more than 20 Class A Certifications and rights to contract and manage oversea projects, Baosteel Engineering boasts the industrial capability of total process solutions integrating engineering consultation, management & implementation, design and manufacture, operation & maintenance.

Business Issue

- Customer needed a system to manage their fleet of vehicles in terms of scheduling allocation, assignment and maintenance.

Summary

- The customer has more than 5000 staff and over 600 branches in the country.
- They needed a system to better manage the company fleet of vehicles.
- The system must handle scheduling and allocation of fleet resources to improve the utility of vehicles to maximize efficiency, provide centralized management to keep track of all fleet vehicles.
- The system must further be optimized for mobility.

Fleet Management System (FMS)

Solution Highlights

- A Fleet Management System was built on the Joget platform to simplify vehicle management process and reduce labor & workload.
- The system optimizes the management process according to the vehicle business situation, and applies for approval through the enterprise WeChat mobile application.
- It also helped to standardized the management of vehicle, driver, refueling card, overtime and other recording systems.
- FMS helps to improve vehicle maintenance, maintenance and other fleet management workflows.
- Vehicle maintenance is managed by the vehicle life cycle and the expiration of maintenance is automatically reminded.
- It provides a complete vehicle statistics report and powerful data analysis function when needed.

Create Enterprise Applications @ The Speed of Thought

www.joget.com

MANUFACTURING

Customer: NSK Bearings (Thailand)

NSK was founded in 1916 and produced the first ball bearings made in Japan. Since then, the company has spearheaded the development of bearings in Japan. At present, the company has the largest share of the bearings market in Japan and is one of the largest bearing suppliers in the world.

In the 1990s, NSK acquired UPI, the largest bearing manufacturer in the United Kingdom, known for its RHP brand. Expanding production and sales locations in all European markets resulted in a stronger market presence for NSK in Europe.

Business Issue

- Unable to keep track of business processes.
- Unable to manage and control work progress.
- Loss of important paper documents.

Summary

- NSK Bearings has been using paper forms for its business operations and the company often required the respective person in charge to manually approve requests.
- This has taken a tremendous amount of their working time which eventually leads to decreased working efficiency and productivity.

Job Requisition App

Solution Highlights

- A Job Requisition App was built on the Joget Platform within 2 weeks and integrate it with Alfresco, a document management system.
- NSK Bearings is able to automate its business processes and speed up workflows.
- They have managed to transform their traditional paper forms into a digital Joget form for the use of request approvals.
- After all, they get to save a lot of time as they no longer need to manually approve requests, since the processes can now be done digitally and remotely.
- Able to create electronic signature and use it in the Job Requisition App, and save it as a picture for future usage.
- Able to sign digitally to approve requests.
- Able to setup organization relation which includes the respective departments, sections and divisions, enabling the users to easily search for the correct person being assigned to a given role.

Create Enterprise Applications @ The Speed of Thought

www.joget.com

AGRICULTURE

Customer: Plantation Conglomerate

The client is a leading oil palm plantation conglomerate in Southeast Asia, and its business is diversified into other industryies such as pulp & paper, real estate, financial services, agribusiness, telecommunications and mining.

Business Issue

- The Customer needed a paper-less system to manage daily oil palm estate task assignments and operations, as well as electronic recording and automated batch upload of estate and mill output data into the centralized SAP system, from de-centralized sources.

Summary

- With plantations spanning vast areas in multiple remote locations, managing the day-to-day activities of each plantation is an enormous challenge.
- Manual business processes and workflow are difficult to keep track and results in frequent delays.
- Remote locations are unable to manage and report work progress on time.
- Management experience frequent loss of important paper documents.

Workflow System for Plantation Operations

Solution Highlights

- WSPO is a workflow system build on the Joget platform to automate various core processes commonly practiced in 130 oil palm estates, and the palm oil refinery mill associated with each estate.
- WSPO receives electronic data input captured from mobile devices through the use of BLE (Bluetooth Low Energy) technology in field operations, and initiates approval processes with the party-in-charge.
- When a set of data is approved and validated against business rules, it will be scheduled for automated batch upload from the decentralized architecture, into a centralized SAP backend system in HQ.
- The system is designed to support a loosely coupled architecture as part of achieving high availability objectives across an architecture that involves more than a hundred decentralized systems.
- The Joget platform helped the multinational to optimize data integrity, lower operational cost, minimize revenue loss and improve process efficiency.

Source: Innov8tif, Malaysia | Joget Partner   20

TELECOMMUNICATION

Customer: Telecom Company

The client is one of the largest telecommunications companies in the world in terms of market capitalization and number of customers, where they have the best infrastructure and an innovative range of digital and data services.

They are also favorably positioned to meet the needs of their clients and capture growth in new businesses.

Business Issue

- To digitize and automate all tasks between front and back office.
- To automate the creation of reports and constantly monitor the work progress.

Summary

- Client needed to manage a large number of transactions and exchanges.
- There are often delays in meeting the deadlines as a huge amount of time is needed to prepare relevant reports.

ABAI Digital Suite App

Solution Highlights

- An Abai Digital Suite App was built on the Joget Platform within 14 days to improve, measure and constantly monitor the efficiency and productivity of the front and back office.
- A better sales conversion ratio is achieved after the app being implemented in the business operations.
- Gamification, where the infographic being shown on the user interface, is unique for each user and it is being generated from the data studio itself.
- Capability to keep track of the work history from time to time.
- An online report is being updated every 15 minutes.
- Digital signature.

Source: Abai Group, Spain | Joget Partner

HEALTHCARE

Customer: Versant Health, United States

Versant Health, founded in 2017, is one of the nation's leading managed vision care companies, providing an industry-leading managed vision care solution.

Serving more than 38 million members nationwide, Versant Health provides vision medical management to help their customers find the best solution, whether they are individuals, brokers, third party health plans, or eye care professionals.

Business Issue

- Versant Health needed to expedite the development and implementation of several internal and external applications.

Summary

- Versant Health was given a short timeline to execute their business and digital transformation strategy.
- Instead of the traditional SDLC (Software Development Life Cycle) methodology, an agile, low-code and cost-effective platform was sourced to carry out the development and implementation.

Multiple Internal and External Applications

Solution Highlights

- Various internal and external applications such as the Benefits Mappings and Management System and Catalog Management System were built on the Joget Platform with critical business processes, and integrated with third-party and internal mainframe legacy applications.
- The Catalog Management System is used to manage the company's vision products.
- The infrastructure and application investment with Joget enabled the successful integration with MetLife and the development of the "Platform" for Versant Health's future technology roadmap.
- Enhanced self-service functionalities within weeks instead of months.
- Business leaders can collaborate with technical teams in their application development, breaking down the traditional silos between business and IT.
- Saved approximately $2 million by streamlining their internal and external processes with the Joget digital platform.
- Generated approximately $50 million in incremental, run-rate EBITDA value over a 2.5-year period.

Source: Versant Health, United States | Joget Customer   22

HEALTHCARE

Customer: eMedAsia, Malaysia

eMedAsia supplies medication and clinical equipment to general practitioner clinics throughout the country. As an e-commerce platform, eMedAsia allows clinic owners to participate and purchase items needed for their clinics.

Business Issue

- Required an e-commerce platform where registered clinics and medical professionals are able to sign up and purchase medical supplies and equipment.

Summary

- Needed to transform and digitize the traditional ways used by clinics and doctors to purchase clinical/medical equipment.
- Needed to allow smaller clinics to purchase clinical/medical equipment in a smaller quantity, helping them to save costs and reduce the need of keeping stock.
- This includes to have a one-stop solution catering to lab test requests, blood tests and patient referral flows to hospitals.

eMedAsia Medical Digital Platform

Solution Highlights

- The eMedAsia Medical Digital Platform was built on the Joget Platform to handle all backend and administrative works for the e-commerce platform.
- With the Joget low-code platform, the entire development and implementation time has been reduced tremendously.
- The eMedAsia Medical Digital Platform allows doctors to order their clinical/medical equipment from the clinic marketplace.
- Suppliers are able to register and upload their product catalog onto the platform.
- The eMedAsia platform is able to generate relevant reports, including graphs and charts with statistics quickly and easily.

Create Enterprise Applications @ The Speed of Thought

HEALTHCARE

Customer: Doctors Without Borders, France

Médecins Sans Frontières (MSF) translates to Doctors without Borders. They provide medical assistance to people affected by conflict, epidemics, disasters, or exclusion from healthcare.

Their teams are made up of tens of thousands of health professionals, logistic and administrative staff - bound together by their charter. Their actions are guided by medical ethics and the principles of impartiality, independence and neutrality. Doctors without Borders are a non-profit, self-governed, member-based organization.

Business Issue

- Needed a system to register patients and samples for their Mini-Lab project to track samples and keep track of the entire analysis process.

Summary

- Antibiotic Resistance (ABR) has been identified by the World Health Organization (WHO) as a global health threat.
- ABR is predominantly affecting the Low to Middle Income Countries (LMIC).
- One of the reasons of the emergence of ABR in the developing world is the lack of microbiology laboratories.

Laboratory Information Management System

Solution Highlights

- Doctors without Borders initiated the Mini-Lab project to provide and develop a small-scale, quality-assured, stand-alone, and transportable clinical bacteriology laboratory that can be easily used by non-experts after brief training.
- A Laboratory Information Management System (LIMS) was developed on Joget to track blood samples from patients and follow the entire analysis process (receipt, incubation, pre-identification, identification, archiving, decontamination, etc.).
- Lab technicians are able to register patients and samples into the app and follow the sample as they process them according to the laboratory procedures.
- LIMS will also be used by a team of three people on the field, to collect data for a study on the analysis of blood samples.

Create Enterprise Applications @ The Speed of Thought

www.joget.com

HEALTHCARE

Customer: Siemens Healthineers, China

Siemens Healthineers is a leading medical technology company with over 120 years of experience and 18,500 patents globally. With over 50,000 employees in more than 70 countries, we'll continue to innovate and shape the future of healthcare

Business Issue

- Needed a standardized bidding system to allow regional and global bids to be submitted for medical or healthcare related projects in a fair and transparent environment.

Summary

- On a global level, Siemens Healthineers needed a system to handle the increase in the Siemens projects bidding business with the goal to achieve standardized management of the project bidding process, improve management efficiency and information sharing transparency across regions and countries.
- It also needed a system to handle the project bidding quotation management process on a regional level in China to standardized and improve the management efficiency, transparency and traceability of information through the local bidding process.

Regional & Global Bidding Approval System

Solution Highlights

- A Global Bidding Approval System was built on the Joget Platform to establish, supplement and improve bidding information for the bidding of projects.
- Ability to start LOA process by Tender status and key information system control; and automatically determine the LOA Level according to checklist options and summarize non-conformity items.
- According to the management process, approval tasks must be automatically pushed to the respective approvers. Based on definition of the management roles of the tender, related regions, provinces and product lines, the system must automatically send out notifications to the relevant project managers to give up-to-date project information and approval statuses.
- From a regional perspective, each management role from related regions, provinces and product lines, will have to check their own respective and relevant tender and project information to bid on the tender.
- A Regional Bidding Approval System was also built to establish, supplement and improve bidding information for the bidding of projects, e.g. the classification control needed for the necessary control of supplementary information, etc.
- The system has the ability to start LOA process by Tender status and key information system control.
- Automatically determine the LOA Level according to checklist options and summarize non-conformity items.

Source: Valuprosys, China | Joget Partner   25

Create Enterprise Applications @ The Speed of Thought

OIL & GAS

Customer: Mining Company, Oman

A mining company with a long history of oil and gas exploration and production in the Middle East. It is a major investor in Oman and one of the world's pioneers in tight gas production, bringing technology and experience to develop one of the Middle East's largest unconventional gas resources.

With operations in Europe, North and South America, Australasia, Asia and Africa, BP deliver energy solutions across the world.

Business Issue

- Needed a system to keep track of the logistics and deployment of a large number of people to and from multiple project sites.

Summary

- People logistics and deployment to project sites is a big challenge to manage manually.
- Tracking and headcount is vital to ensure the safety of the workers and crews.
- Logistics information and reports should be readily available in real time.

Peopletracker System

Solution Highlights

- The Peopletracker System is an integrated web-based solution used to manage the logistics and deployment of a large number of people, to and from the project sites.
- The system was designed to be highly secure and it is compliant with stringent vulnerability assessment benchmarks. It contains an electronic Journey Management System (JMS) and is capable of performing the following:
  - Track the movements between work-site and base.
  - Capture travel authorization electronically.
  - Systematically ensure that the personal details of all personnel and those of their dependents are captured in the "Warden SysteM".
- The system is required to create headless processes in Joget and integrate those with their existing application frontend via APIs.

Create Enterprise Applications @ The Speed of Thought

POWER PLANT

Customer: Energy Provider, Malaysia

One of South East Asia's leading international independent power producers, controlling a diversified portfolio of quality power generation assets across a range of technologies with markets in Malaysia, Egypt, Bangladesh, UAE and Pakistan, as well as emerging markets in South East Asia, the Middle East and North Africa.

Business Issue

- Needed a centralized reporting system to keep track of all tasks with progress monitoring from all sites and plants across the globe.

Summary

- Client needed to compile their form submissions using MS Excel and relied on email tools and WhatsApp chat rooms for their business operations.
- They lacked a centralized system to retrieve previous records and a monitoring system to keep track of the submitted forms on a monthly basis.
- Needed to compile submissions from different sites across the world in a centralized database; allow information retrievable and enable auto-reminders for overdue tasks based on deadlines.

e-Reporting System (eRS)

Solution Highlights

- The e-Reporting System was built on the Joget Platform to check and monitor the data input without the need to manually send out email reminders.
- Email notifications are sent out automatically whenever the deadline for certain tasks are around the corner to reduce the time and effort spent on monitoring the work progress.
- Information are consolidated via EDI with their HQ in China once the records have been approved.
- The e-Reporting System is able to monitor tasks and track progress from all sites and plants, where all records and tasks are centralized.
- Management is also able to search and retrieve past records consolidated from all sites.

Create Enterprise Applications @ The Speed of Thought

UTILITIES

Customer: Vaillant and Saunier Duval

Saunier Duval is a leading brand for heating technology, having its origins in the French market. It has been manufacturing reliable products for more than 100 year.

Their product range includes non-condensing and condensing boilers that supply homes with warmth and hot water, heat pumps that are used to support renewable energy systems and high-quality solar-powered solutions and air conditioning appliances.

Business Issue

- Need to digitize paper processes and get real-time insight on the status of service quality.

Summary

- Employees took a lot of time to register, evaluate and automate quality audits in the different customer relationship channels, especially in its business operations where they need to order, register, report and classify documentation.
- Need to carry out the evaluation and correction processes on an on-going basis.

Quality Assurance Digital App

Solution Highlights

- A Quality Assurance Digital App was built on the Joget Platform within 2 days to reduce the time taken to maintain documentation and create relevant reports.
- The additional time consumed on exchanging feedback with the workers is eliminated.
- Client is able to monitor their work progress from time to time.
- Working efficiency and productivity are being improved tremendously.
- Automate evaluations and corrections in real-time.
- The system also supports digital signatures for document signing and approvals.

Source: Abai Group, Spain | Joget Partner

28

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.

Create Enterprise Applications @ The Speed of Thought

www.joget.com