



Joget®

CUSTOMER STORIES

MINI CASE STUDIES

# 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  
peer insights™

5.0 ★★★★★

"I Dreamed Of It And Joget Did It!"

"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

5.0 ★★★★★

"Very Easy And Quick Implementation."

"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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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.

## 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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