



Joget Case Studies Booklet

Showcasing the success stories of organizations across various industries as they overcome business challenges with Joget DX.

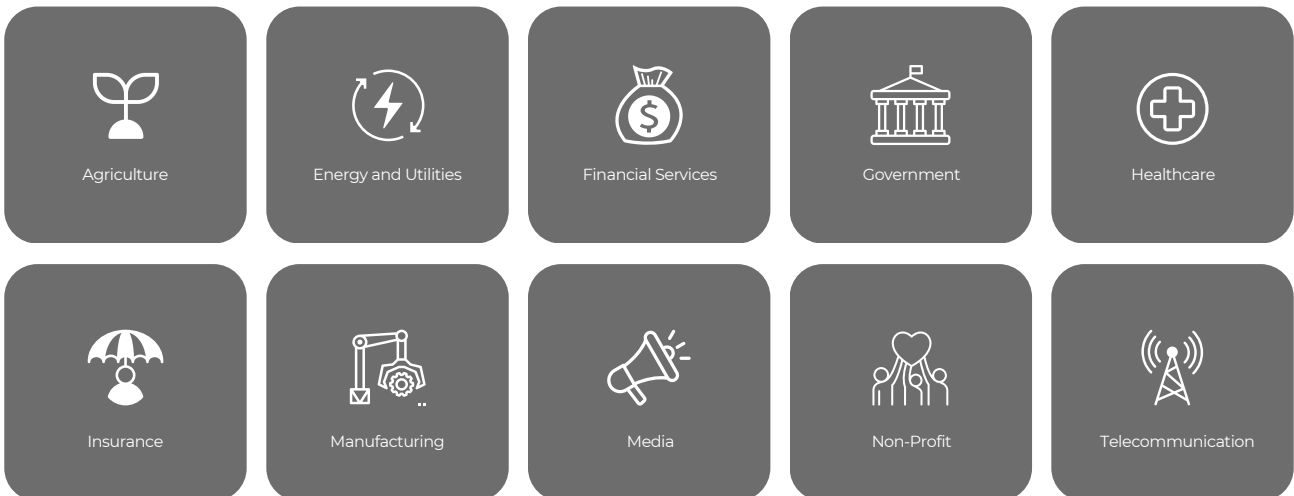


Table of Content

Page 3	Agriculture <ul style="list-style-type: none">• Workflow System for Plantation Operations (WSPO)
Page 4-6	Energy and Utilities <ul style="list-style-type: none">• e-Reporting System (eRS)• Quality Assurance Digital App• Social Robotics System
Page 7-11	Financial Services <ul style="list-style-type: none">• CRM Support System• Customer On-Boarding System• Employee Onboarding & Offboarding User ID and Access Management• Identity & Access Management Workflow• Workflow Management System
Page 12-15	Government <ul style="list-style-type: none">• Multi-Tenant Learning Management System• NOTIFY Contact Tracing Solution• Record Management System (RMS)• SECURE Support Workflow (SSW)
Page 16-20	Healthcare <ul style="list-style-type: none">• Catalog Management Application• eMedAsia Medical Digital Platform• Patient Registration Management System• Pharmaceutical Supply Chain Management• Regional & Global Bidding Approval System
Page 21-23	Insurance <ul style="list-style-type: none">• Automated Order Approval System• Group Health Insurance Client Onboarding• Investigation Portal Management System
Page 24-33	Manufacturing <ul style="list-style-type: none">• Accounting Workflow System• All-In-One Workflow Management System• AI Proof-of-Delivery Automation App• Business Vehicle Management System• Control Of Consumable Goods App• E-Form Allowance Payment App• Fleet Management System (FMS)• High Risk Project Management System• Job Requisition App• Smart Patrol Warehouse App
Page 34	Media <ul style="list-style-type: none">• Periodical Subscription Management System
Page 35-36	Non-Profit <ul style="list-style-type: none">• Automated Training Attendance Tracking System• Patient Records Management (PRM)
Page 37	Telecommunication <ul style="list-style-type: none">• ABAI Digital Suite App

e-Reporting System (eRS)

ABAI Group has a customer who is 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.

Implementation Partner: Dren Consulting

ABOUT PARTNER

Dren Consulting has been delivering IT business solutions around the Asia Pacific regions by providing and customizing IT solutions to meet the unique needs of each business.

With local and international experience, they have a strong reputation in consulting, functional and technical competency since 2014, successfully implemented projects in Malaysia, Thailand, Singapore, Japan, China and Hong Kong.

CUSTOMER AT A GLANCE

Before

- Lack of a centralized system to retrieve previous records and keep track of the submitted forms
- Needed a centralized reporting system to keep track of all tasks with progress monitoring
- Needed to compile form submissions using MS Excel and had to rely on email tools and WhatsApp chat rooms for business operations
- Needed to compile submissions from different sites across the world in a centralized database

After

- Automatically sends out email notifications when deadlines for specific tasks are approaching
- Information are consolidated via EDI with the HQ in China once records are approved
- All records and tasks are centralized from various sites and plants, allowing for easy monitoring and progress tracking
- Management can easily retrieve past records consolidated from all sites with the search and retrieval functionality, allowing them to seamlessly identify trends and make informed decisions based on historical data



100% Automated email notifications



100% Optimized data input monitoring



SEAMLESS Identify trends with historical data

CHALLENGES

The customer engaged with Dren Consulting describing the challenges they were facing:

- Lack of a centralized system to retrieve previous records and keep track of the submitted forms on a monthly basis
- Needed a centralized reporting system to keep track of all tasks with progress monitoring from all sites and plants across the globe
- Needed to compile form submissions using MS Excel and had to rely on email tools and WhatsApp chat rooms for business operations
- Needed to compile submissions from different sites across the world in a centralized database, allowing information to be retrievable and enabling auto-reminders for overdue tasks based on deadlines

SOLUTION

An e-Reporting System was built on the Joget platform to facilitate data input monitoring and eliminate the need for manual email reminders.

With a user-friendly interface, the e-Reporting System streamlines the data input process and provides valuable insights into performance metrics. Its scalability and flexibility make it a reliable tool for the customer, enabling them to manage their data more efficiently and effectively.

RESULTS

The customer was delighted with the outcomes of the implemented solution on Joget, and the support and consulting services provided by Dren. The solution surpassed their initial expectations and effectively addressed their business pain points. Key results include:

- ✓ Automatically sends out email notifications when deadlines for specific tasks are approaching, reducing the need for manual monitoring while saving time and effort
- ✓ Information are consolidated via EDI with the HQ in China once records are approved, reducing the risk of errors and miscommunication.
- ✓ All records and tasks are centralized from various sites and plants, allowing for easy monitoring and progress tracking
- ✓ Management can easily retrieve past records consolidated from all sites with the search and retrieval functionality, allowing them to seamlessly identify trends and make informed decisions based on historical data

Quality Assurance Digital App

A customer of ABAI Group, Saunier Duval is a leading brand for heating technology, having its origins in the French market and 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.

Implementation Partner: ABAI Group

ABOUT PARTNER

ABAI Group is a technology solutions provider that combines innovative technologies with process optimization to create value in business processes.

With a presence in 20 markets and over 8,500 professionals, ABAI manages over 100 million interactions a year across various industries such as telco, banking, government, energy, healthcare, insurance, retail, utilities, and more.

CUSTOMER AT A GLANCE

Before

- Digitization of paper processes and real-time monitoring of service quality status is needed
- The manual registration, evaluation, and automation of quality audits across various customer relationship channels was time-consuming for employees
- Needed to perform ongoing evaluation and correction processes for optimal efficiency

After

- Additional time consumed on exchanging feedback with the workers was eliminated, reducing the risk of human error and improving the overall quality of the tasks
- Able to keep track of work progress from time to time, while significantly improving working efficiency and productivity
- Automated evaluations and corrections in real-time, support digital signatures for document signing and approvals
- Streamlined collaboration and communication between fusion departments
- Able to provide valuable data and analytics that can be used for better decision making



100%
Accelerated workflows



FASTER
Approval processes with digital signatures



200%
Happier customers

CHALLENGES

Saunier Duval engaged with ABAI describing the challenges they were facing:

- Digitization of paper-based processes and real-time monitoring of service quality status was necessary
- The manual registration, evaluation, and automation of quality audits across various customer relationship channels, particularly in business operations involving ordering, registering, reporting, and classifying documentation, was time-consuming for employees
- Needed to perform ongoing evaluation and correction processes for optimal efficiency

SOLUTION

A Quality Assurance Digital App was built on the Joget platform in just 2 days, which effectively minimizes the time spent on maintaining documentation and producing pertinent reports. Upon the implementation of the solution, Saunier Duval experienced a significant improvement in their operational efficiency and has successfully digitalized labor-intensive manual processes.

RESULTS

Saunier Duval was delighted with the outcomes of the implemented solution on Joget, and the support and consulting services provided by ABAI. The solution surpassed their initial expectations and effectively addressed their business pain points. Key results include:

- ✓ The additional time consumed on exchanging feedback with the workers was eliminated, reducing the risk of human error and improving the overall quality of the tasks
- ✓ Able to keep track of work progress from time to time, while significantly improving working efficiency and productivity. This has allowed them to constantly stay on track and make relevant adjustments to ensure that they are meeting the goals and deadlines
- ✓ Automated evaluations and corrections in real-time, ensuring that everyone involved is kept up-to-date with any changes or progress made
- ✓ Able to support digital signatures for document signing and approvals, reducing the need for physical paperwork and speed up approval processes
- ✓ Collaboration and communication between fusion departments can now be better streamlined and more effective, resulting in less risk of miscommunication
- ✓ Able to provide valuable data and analytics that can be used for better decision making

Social Robotics System

ABAI Group has a customer who is a leading Spanish company that operates in the electricity and gas sectors in the European and Latin American markets. The company's main business activities include the generation, distribution and sale of electricity. It operates in the natural gas industry and creates other energy-related services based on a novel clean energy model.

Implementation Partner: ABAI Group

ABOUT PARTNER

ABAI Group is a technology solutions provider that combines innovative technologies with process optimization to create value in business processes.

With a presence in 20 markets and over 8,500 professionals, ABAI manages over 100 million interactions a year across various industries such as telco, banking, government, energy, healthcare, insurance, retail, utilities, and more.

CUSTOMER AT A GLANCE

Before

- Low customer satisfaction, poor service quality
- Unable to constantly monitor business processes
- Tremendous amount of time were spent to handle repetitive workflows
- Cumbersome administration of operational activities
- Low productivity and inefficient use of company resources

After

- Automated duplicate invoice requests process
- Streamlined the request process for changing bank account details
- Effectively orchestrated operational activities and eliminated unnecessary human labor
- Seamless redistribution of resources as required, with agents and robots taking care of the management priorities
- Significantly reduced AHT and hold times by more than 50%
- Optimized resource efficiency, enhanced service output, happier customers



100%
Simplified workflows,
shorter training time



> 50%
Reduction in AHT
and hold times



200%
Happier
customers

CHALLENGES

The customer engaged with ABAI describing the challenges they were facing with the management of business processes in the call center, which took up a lot of time but added no value to the customer. They needed an automated and digitalized solution to overcome the following challenges:

- Low customer satisfaction due to poor quality of customer service and inefficient workflow
- Inability to constantly monitor and keep track of business processes
- Employees spent a tremendous amount of time handling repetitive workflows
- Labor-intensive administration of operational activities, resulting in low productivity and inefficient use of company resources

SOLUTION

A Social Robotics System was built on the Joget platform to automate the process of duplicate invoice requests and orchestrate the request process for changing bank account information.

With the integration of Joget and UiPath, the customer has successfully improved its team productivity by allowing them to focus on solving the most value-added processes. This has enabled them to effectively streamline their operational activities and eliminate unnecessary human labor.

RESULTS

The customer was delighted with the outcomes of the implemented solution on Joget, and the integration and consulting services provided by ABAI. The solution surpassed their initial expectations and effectively addressed their business pain points. Key results include:

- ✓ Process redesign with Joget forms added value to the fundamental procedures that an agent must carry out
- ✓ Resource allocation and distribution became more seamless as both agents and robots could manage management priorities.
- ✓ Simplified application processes with shorter training time through management specialization in the tasks carried out by agents
- ✓ Average handle time (AHT) and hold times were significantly reduced by more than 50%, which highly improved the quality of customer service
- ✓ Resource efficiency was optimized, and service output was improved through complete traceability using Joget forms and data extraction with the customer's CRM
- ✓ An agent could now complete multiple processes in a single call, generating as many requirements as necessary, which could then be quickly and easily sent to the robot through Joget.

About Joget

Joget believes in empowering everyone—business users, non-coders, and coders—to turn their best ideas into future-ready solutions that accelerate digital transformation. Today, the Joget platform enables organizations and employees to build impactful enterprise apps that address organizational challenges, generate business value, and stimulate innovation across many industries.

Since its inception, Joget has had more than 12,000 community users and customers worldwide, including Fortune 500 companies and government agencies, as well as customers from the finance, insurance, banking, aviation, and manufacturing industries.

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