Joget

Joget Case Studies Booklet

Showcasing the success stories of organizations across various industries as they overcome business challenges with Joget DX.
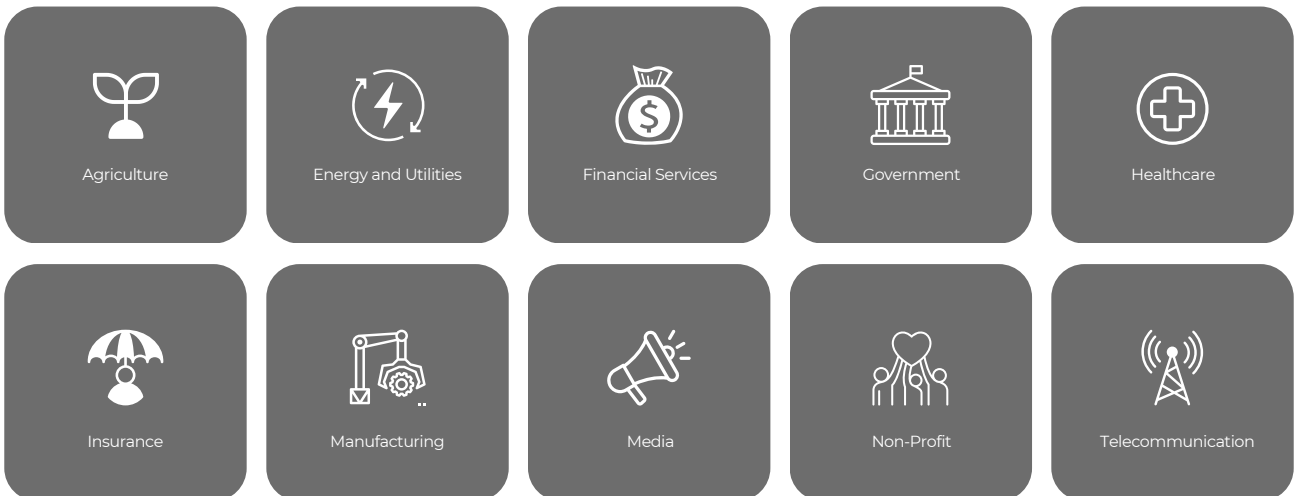
Agriculture	Energy and Utilities	Financial Services	Government	Healthcare
Insurance	Manufacturing	Media	Non-Profit	Telecommunication

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Financial Services

CRM Support System

A customer of IDB, SSI Securities Corporation (SSI), is a leading financial institution with the fastest growth rate at 2400 times. With strong financial capability and high standards corporate governance, SSI offers a wide range of financial products and services while maximizing shareholders value. The company has a large network of branches/transaction offices covering major cities throughout Vietnam, such as Hanoi, Ho Chi Minh City, and Hai Phong.

Implementation Partner: International Distribution Corporation (IDB)

ABOUT PARTNER

IDB develops, realizes, markets and operates future-oriented and reliable VoIP Systems for telco, internet and mobile service providers, cable operators, utilities, and enterprises.

Solutions and services are custom designed and implemented to meet specific needs, deployed in excellent quality catering to industries such as financial services, sports, and more.

CUSTOMER AT A GLANCE

Before

- Delays in routing customer requests to the appropriate departments
- Unable to maintain consistency in resolving customer tickets
- Legacy applications failed to ensure protection in customer and information security
- Inadequate adaptability of legacy apps to quickly adopt and deploy updated working procedures

After

- Implementation of permission control to ensure appropriate data distribution and security
- Significant improvement in data management
- Up to 80% time reduction on data searching
- Eliminated the needs to toggle between multiple applications
- Up to 10% employee cost reduction
- Up to 30% cost reduction in company workflow procedures
- Enabled greater flexibility in reporting with an all-in-one centralized database

80%
Time reduction

40%
Cost reduction

SECURE
Permission control

CHALLENGES

SSI approached IDB describing the challenges they were encountering. The intricate stock exchange processes make a centralized processing system unfeasible. As a result, each department had its own dedicated application to address customer tickets. However, this system, which could only be operated on computers, often caused delays in routing customer requests to the appropriate department, resulting in:

- Inability to maintain consistency in resolving customer tickets
- Legacy applications failed to ensure protection in customer and information security, and could not quickly adopt and deploy updated working procedures
- Tremendous effort was required to create different types of customer request forms for assignment to the corresponding departments
- Significant expenses and time were required for modifying a form
- Support and resolution forms were scattered across multiple applications, making it difficult for users to follow up
- Data fragmentation impeded effective customer request management
- Needed to consolidate all departmental data into a centralized information system to avoid constant switching between apps and systems, and to allow easy data retrieval for reporting, streamlined workflows, and time reduction in sifting through spreadsheets

SOLUTION

With the support from IDB, a CRM Support System was built on the Joget platform within 2 months to streamline the customer onboarding process and enable seamless communication, engagement, and interaction through various channels such as phone, email, and chat.

RESULTS

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

- ☑ Implementation of permission control to ensure appropriate data distribution and security, granting users access to only specific data

- ☑ Integrated data from multiple sources into a central system, resulting in significant improvement in data management and up to 80% time reduction on data searching, while eliminating toggling between multiple applications

- ☑ Reduced costs by 10% while also increased procedural efficiency by 30%. SSI can now enjoy greater flexibility in reporting with an all-in-one database

- ☑ Seamlessly managed onboarding process via mobile devices with built-in PWA (Progressive Web Apps) capability

Financial Services

Customer On-Boarding System

Innov8tif Solutions has a customer who is one of the leading financial institutions in Malaysia that offer a comprehensive range of banking and financial solutions to customers of all segments. This includes consumer banking, SME banking, corporate and commercial banking, Islamic banking, investment banking and stockbroking businesses. Fully committed to integrity and fair dealing, the customer adopted the best practice of corporate governance in all areas of their businesses.

Implementation Partner: Innov8tif Solutions

ABOUT PARTNER

Innov8tif Solutions helps businesses to capitalize on new business opportunities created by digitization of identity verification and business processes, with the combination of an innovative AI-based solutions.

Focused to achieve next-generation customer journeys, Innov8tif provides its customers with the right tools to widen sales funnel and accelerate processes without paper and prevent frauds.

CUSTOMER AT A GLANCE

Before

- Maintaining consistency across channels and intake process was challenging
- Significant coordination efforts were required
- QC on forms was time-consuming
- Separate workflows were needed for integrating with different channels, resulting in higher costs
- Quick issue resolution at the backend was necessary to shorten response time without the need to redeploy applications

After

- A chat-like dialogue between web and the app to enhance user experience and better manage customer requests
- All customer events were published in the Red Hat AMQ to manage and keep track of customer journeys
- Able to effectively respond to different types of customers requests based on their behaviors
- Artificial Intelligence (AI) was incorporated in the mobile app architecture to provide dynamic capabilities and remote updates for new services

100%
Accelerated speed to market

100%
Enhanced requests management

AI
New services remote updates

CHALLENGES

The customer approached Innov8tif describing the challenges they were facing:

- Customer onboarding was performed across various channels such as partners and branches
- Maintaining consistency across channels and intake process was challenging and required significant coordination efforts and resources
- Quality Control (QC) on forms was time-consuming as they were built by different teams with different styles and typography
- Separate workflows were needed for integrating with different channels such as the web, app, and support center, resulting in higher costs
- Centralizing data and adopting a "build once, use everywhere" approach was desired for using the same form/intake process across multiple applications
- An omni-channel platform was required to improve customer experience, reengage with them, and provide updates
- Quick issue resolution at the backend was necessary to shorten response time without the need to redeploy applications
- SLAs for pending forms needed to be managed within a certain time frame to meet deadlines

SOLUTION

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. The system includes 6 applications, 4 of which are in development and 2 of which are in production.

Upon implementation of the system, the customer has significantly improved their business operations, with higher productivity among employees and enhanced customer satisfaction.

RESULTS

The customer was delighted with the outcomes of the implemented solution on Joget, and the support and consulting services provided by Innov8tif. The solution surpassed their initial expectations and effectively addressed their business pain points. Key results include:

- ☑ A chat-like dialogue between web and the app was developed to enhance user experience and better manage customer requests

- ☑ All customer events were published in the Red Hat AMQ to manage and keep track of customer journeys

- ☑ The customer is able to effectively respond to different types of customers requests based on their respective behaviors, thus improving the overall satisfaction rates

- ☑ The mobile app architecture incorporates Artificial Intelligence (AI) to provide dynamic capabilities and remote updates for new services

- ☑ By adopting a modern application architecture and utilizing Joget as their omni-channel platform backbone, the customer can now accelerate their speed to market and boost workflow productivity with less effort

Financial Services

Employee Onboarding & Offboarding User ID and Access Management

PT Itasof Pelagus Global has a customer who is a leading provider of consumer finance, leasing, factoring, and business credit card services in the country, with a vast network of over 600 branches and a workforce of over 5000 employees.

Implementation Partner: PT Itasof Pelagus Global (ITAsoft)

ABOUT PARTNER

PT Itasof Pelagus Global (ITAsoft) is an IT solution company specializing in software and web development as well as training consultancy.

Established in 2012, ITAsoft handles various business sectors with IT as their main focus, covering industries like banking, financial services, manufacturing, oil & gas, telco and more.

CUSTOMER AT A GLANCE

Before

- Needed a secure and effective way to manage system login IDs for new hires and exiting staff
- A secure method was necessary to keep track of the system IDs of new joiners and leavers
- Password generation needed to be secure
- Struggled with access management, as different systems were overseen by separate administrators and lacked centralization

After

- Able to better streamline and orchestrate onboarding and offboarding management
- The system consists of 8 workflows and approval cycles along with in-depth reporting capabilities, enabling the customer to provide valuable insights to stakeholders and make informed decisions on a timely basis
- The system was also integrated with the customer's HR system (SAP) and was developed and deployed within 4 months

100%
Streamlined workflows

TIMELY
In-depth reporting

SECURED
Access management

CHALLENGES

The customer approached ITAsoft describing the challenges they were facing:

- Needed a secure and effective way to manage system login IDs for new hires and exiting staff
- On average, the customer experienced six staff attritions per month
- An average of nine new staff were assigned to different branches throughout country on a monthly basis
- A secure method was necessary to keep track of the system IDs of new joiners and leavers
- Password generation needed to be secure
- Struggled with access management, as different systems were overseen by separate administrators and lacked centralization

SOLUTION

An Employee On-Boarding & Off-Boarding User ID and Access Management was built on the Joget platform to manage the creation, approval and assignments of the user ID for each staff.

Upon implementation of the system, the customer was able to overcome the challenges of fragmented access management with improved security and reduced workload for employees.

RESULTS

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

- ☑ Enabled cross-departmental employees, consisting primarily of department senior and junior managers, to better manage their onboarding and offboarding processes

- ☑ By leveraging the system, these employees can easily track and monitor employee access and permissions, ensuring that new employees are granted access to the systems and resources they need to do their jobs, and that departing employees are offboarded smoothly without leaving any security risks behind

- ☑ The system comprises of 8 workflows and approval cycles, each designed to address specific access management tasks. These workflows have been carefully crafted to meet the customer's unique business requirements, ensuring that the system is fully optimized for their needs

- ☑ The system's in-depth reporting capabilities have also been instrumental in enabling the customer to provide valuable insights to stakeholders and make informed decisions on a timely basis

- ☑ The system was seamlessly integrated with the customer's HR system (SAP), developed and deployed within 4 months, ensuring that employee data is always up-to-date and accurate. This integration has enabled the customer to seamlessly manage employee access and permissions, reducing the risk of security breaches and ensuring compliance with internal policies and external regulations.

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Financial Services

Identity & Access Management Workflow

A customer of PT Itasof Pelagus Global, PT Bank Danamon Indonesia, founded in 1956, operates an extensive network of 846 conventional branch offices and Syariah units, along with its subsidiaries' branch offices with more than 60,000 networks of Danamon ATMs, ATM Bersama, PRIMA and ALTO networks that spread across 34 provinces.

Implementation Partner: PT Itasof Pelagus Global (ITAsoft)

ABOUT PARTNER

PT Itasof Pelagus Global (ITAsoft) is an IT solution company specializing in software and web development as well as training consultancy.

Established in 2012, ITAsoft handles various business sectors with IT as their main focus, covering industries like banking, financial services, manufacturing, oil & gas, telco and more.

CUSTOMER AT A GLANCE

Before

- Needed a secure and auditable way to manage employee identity and system access
- Bank employees needed to manually fill out User ID forms on paper
- Processing thousands of requests per month was time-consuming and difficult to monitor
- Lack of control and monitoring led to SLA non-compliance and potential errors and fraud
- Lack of validation and "auto-reject" capability for non-compliant forms

After

- Capable of handling hundreds to thousands of requests per month
- Able to effectively manage access requests from a large user base
- Significant reduction in manual processes and administrative overhead
- Simplified processes, freed up resources
- Digitalized, centralized, and streamlined user ID requests management
- Improved end-user experience and satisfaction with automated key processes

1000+
Monthly requests processing

100%
Automated key processes

SECURED
User ID requests management

CHALLENGES

Bank Danamon approached ITAsoft describing the challenges they were facing:

- Needed a secure and auditable way to manage employee identity and system access
- Bank employees needed to manually fill out User ID forms on paper
- Once the forms were signed, approved by their immediate supervisor and scanned, they will be emailed to the user administration group at the headquarter office for processing according to the type of requests
- Processing thousands of requests per month made the workflows time-consuming and difficult to monitor
- Lack of control and monitoring led to SLA non-compliance and potential errors and fraud
- Lack of validation and "auto-reject" capability for non-compliant forms
- Manual processing by the user administration group for more than 100 applications per month was inefficient, and there was no User ID request report available

SOLUTION

An Identity & Access Management Workflow system was built on the Joget platform to manage and handle not only the approval processes, but also to integrate with Bank Danamon's backend core system via middleware.

Upon implementation of the workflow system, Bank Danamon can now effectively streamline their identity and access management processes and improve overall efficiency with a more holistic approach to managing system access and permissions. As a result, Bank Danamon experienced increased productivity and reduced risk of security breaches.

RESULTS

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

- ☑ The Identity & Access Management Workflow system is capable of handling hundreds to thousands of requests per month without compromising on performance or reliability, enabling Bank Danamon to effectively manage access requests from a large user base without experiencing any major disruptions

- ☑ The integration between the system and Bank Danamon's backend core system has resulted in a significant reduction in manual processes and administrative overhead

- ☑ By automating the integration, the system has simplified the processes in the user administration group and minimized the resources required to perform the processes. This has not only improved the efficiency of the access management system but also freed up resources that can be directed to other critical areas

- ☑ With the system in place, user ID requests are now digitalized, centralized, and streamlined. This has made the process of requesting and granting user IDs faster, more efficient, and less prone to errors

- ☑ Overall, the system has improved the end-user experience by simplifying and automating key processes, resulting in increased user satisfaction and engagement

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ITAsoft

Workflow Management System

A customer of PT Itasof Pelagus Global, established in Jakarta in 2006, PT AEON Credit Service Indonesia (the 'Company') is a company engaged in consumer financing. In 2013, the company launched its credit card business for the Indonesian market following in the footsteps of its affiliated companies in Japan and outside Japan.

Implementation Partner: PT Itasof Pelagus Global (ITAsoft)

ABOUT PARTNER

PT Itasof Pelagus Global (ITAsoft) is an IT solution company specializing in software and web development as well as training consultancy.

Established in 2012, ITAsoft handles various business sectors with IT as their main focus, covering industries like banking, financial services, manufacturing, oil & gas, telco and more.

CUSTOMER AT A GLANCE

Before

- Manual business operations
- Data silos within the organization
- Time-consuming workflows
- High operational costs
- Difficult to keep track of SLA pending approval requests
- Unable to meet the approval process deadline

After

- Able to process thousands of requests per month since the implementation of the solution
- Seamlessly handled 23 different approval forms to support multiple requests
- Simplified the approval request process with the capability to perform effective monitoring, tracking and reporting
- Stringent SLA implementation and reporting that ensured service assignment completion on time
- Improved time efficiency and reduced paper consumption, resulting in lower company expenses and better resource management

1000+
Monthly requests processing

23
Different approval forms handling

100%
Timely SLA implementation

CHALLENGES

PT AEON Credit Service approached ITAsoft describing the challenges they encountered with the time-consuming and laborious procedures of obtaining approval for their submitted forms and processes. This has resulted in:

- Manual business operations and data silos within the organization
- Business processes were time-consuming and operational costs were high
- Difficult to keep track of Service Level Agreement (SLA) pending approval requests, unable to meet the approval process deadline

SOLUTION

A Workflow Management System was built on the Joget platform in 6 months to handle AEON's departmental approval requests, improve data management, streamline reporting, and orchestrate business processes.

Upon implementation of the system, they have achieved a higher rate of operational efficiency and greater visibility of transactions, as a result of the system's user friendly interface and automated workflows.

RESULTS

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

- ☑ Able to process thousands of requests per month since the implementation of the Workflow Management App in late 2020, significantly reducing the amount of manual effort and resources needed to manage the business operations

- ☑ Handled 23 different approval forms to support multiple requests, which include document review, approval and task assignment flow, allowing the company to benefit from an automated and streamlined workflows

- ☑ Handled multiple and various department approval process which involves at least 7 workflow activities performed by each user

- ☑ Simplified the process of approval requests with the capability to perform effective monitoring, tracking, and reporting for better visibility and accountability

- ☑ Stringent SLA implementation and reporting that ensured service assignment completion on time

- ☑ Enhanced time efficiency and reduced paper consumption for each request and approval process, resulting in lower company expenses

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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