Joget

Joget Case Studies Booklet

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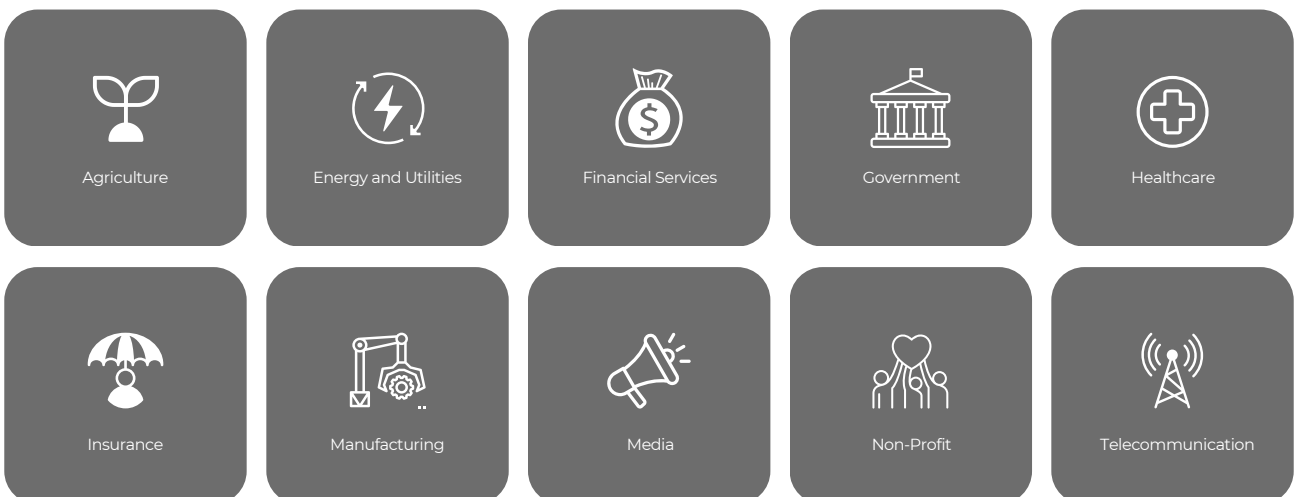
Agriculture	Energy and Utilities	Financial Services	Government	Healthcare
Insurance	Manufacturing	Media	Non-Profit	Telecommunication

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Government

Multi-Tenant Learning Management System

Mokxa Technologies has a customer who is the largest and one of the oldest government agencies in the United States, integral to the nation's security. Learning management is an established business process that manages multiple training and development programs across the various departments, and the customer needed a central learning management system to digitize and manage this process.

Implementation Partner: Mokxa Technologies

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

Before

- Siloed training assets, data silos
- Costly and time-consuming training resources management
- Cumbersome administration of training programs
- Time-lapse between training sessions and training outcomes documentation

After

- Able to handle a large volume of monthly training instances (100,000+)
- Powerful to accommodate extreme user load with more than 35,000 users
- Single source of truth with efficient day-to-day operational processes
- Instantly and remotely update trainees' results in offline mode with no time lag
- Enhanced data integrity and protection compliant with industry-specific security requirements like Authorization to Operate and Federal Information Processing Standard

100,000+
Monthly training activities

35,000+
Active users

SECURE
Resilient cyber-protected solution

CHALLENGES

The customer engaged with Mokxa describing the challenges they were facing. Their training-related operations, such as creating training programs, scheduling training sessions, capturing learning outcomes and certifications, were previously managed manually using paper forms, spreadsheets, and emails. This led to:

- Siloed training assets (100+ training modules) across various departments
- Costly, time-consuming, and inefficient training resource management
- Difficult to keep track of trainee enrollments and their learning progress due to the lack of a centralized data source
- Cumbersome administration of training programs. The implementation of new training versions was not streamlined
- Time-lapse between training sessions and documentation of training outcomes. Trainers were unable to document results in the training field

SOLUTION

Mokxa Technologies jointly developed the Learning Management System with one of the customer's technology vendor. Built on Joget, the solution serves as a digitized learning portal that streamlines and makes the organization's learning environment more productive and efficient. Offline-mobile capability, UI-based record management, and scalable architecture are key features that seamlessly support the customer in their digital transformation journey.

RESULTS

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

- ☑ Enabled the customer to handle a large volume of monthly training instances (100,000+), with the ability to scale to millions per month in the future. Deployed across multiple departments, the application is powerful to accommodate extreme user load; currently used by more than 35,000 users and potentially ramping up to a million over time

- ☑ Empowered program administrators to efficiently manage day-to-day operational processes without having to switch between various technologies and manual activities. Established data protection and role-based access control. Trainees can only view personalized content related to their own courses, certificates, and grades

- ☑ A resilient cyber-protected solution for an organization that deals with national security, complies with industry-specific security requirements such as Authorization to Operate (ATO) and Federal Information Processing Standard (FIPS)

- ☑ Allowed department heads to monitor employees' Key Performance Indices (KPIs). Provided a single source of truth to consolidate training portfolio and learning/development data

- ☑ Trainers can instantly and remotely update trainees' performance and results on mobile with offline capability. There is no time lag between the actual event and the recording of data, ensuring data integrity and facilitating effective communications among participants

- ☑ Implemented Service Level Agreements (SLAs) that effectively track assigned tasks to completion. Pre-configured triggers automatically email tasks reminders to dedicated users

Government

NOTIFY Contact Tracing Solution

Mokxa Technologies has a customer who is a regional correctional facility located in New Jersey, United States. Operating for over a century, this facility houses approximately 2000 inmates and is supervised by roughly 150 staff members.

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CUSTOMER AT A GLANCE

Before

- Needed an effective contact tracing mechanism to manage potential infection spread
- Outsourced paper-based solution previously used was prone to errors and heavily relied on human input

After

- Able to determine contact by computing inmate identities, zone histories, duration, and social connections
- Able to proactively identify close contacts of all inmates infected with Covid-19
- Enabled user permission controls to manage authorized access to data and functionality
- Enabled tracking with an interplay of IoT components such as badges and wearable devices, which transmit location data to gateways that store data on a cloud-based application built on Joget
- Able to view all aspects of data that were meaningful and unique for different groups of audiences

2000+
Inmates
contact tracing

200%
Digitalized data
transmission

100%
Automated
framework

CHALLENGES

During the COVID-19 pandemic, prison inmates were among the most vulnerable population strata to contract infections. The customer approached Mokxa, describing their need for an effective digital contact tracing mechanism to manage any potential spread of infection.

Previously, they had outsourced contact tracing to a third-party company which maintained all records on paper. This approach had several limitations, including being reactive, slow, error-prone, and reliant on human input.

SOLUTION

Developed by Mokxa Technologies, NOTIFY is a digital contact tracing solution built on Joget, that captures identity and location data in real-time, triggers alerts for positive contact events, generates detailed contact reports, and provides in-depth analysis.

Tracking is enabled through an interplay of IoT components such as badges and wearable devices, which transmit location data to gateways that store the data on a cloud-based application built on Joget. The application extracts information from this data and presents it to users in various formats.

How Digital Contact Tracing Works:

- **Gateways:** Install gateways at specified locations, where the capturing range of each gateway marks a distinct zone
- **Badges:** Assign badges and wearable devices to all inmates, where these devices transmit location data
- **Track Covid-19 Spread:** Determine contact by computing inmate identities, zone histories, duration, and social connections
- **Alert:** Notify all concerned stakeholders via notifications and reports of positive contact events

RESULTS

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

- ☑ Able to proactively identify close contacts of all inmates infected with Covid-19, with user permission controls to manage authorized access to data and functionality

- ☑ Provisioned and managed all the underlying technology (IOT devices, assignments, battery levels, etc.) via the same application

- ☑ Drilled down reports and rolled up dashboards, both canned and ad-hoc, provided the ability to view all aspects of data that were meaningful and unique for different groups of audiences

- ☑ Provided a framework and a solution that was readily scalable and easily configurable for any number of use cases that hinge on asset monitoring and location tracing

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Government

Record Management System (RMS)

A customer of Mokxa Technologies, 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.

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CUSTOMER AT A GLANCE

Before

- Needed a central portal to digitize and automate manual tasks with minimal staff involvement
- Had to deal with numerous challenges with internal operational processes
- Paper-based workflows were time-consuming which has resulted in increased overhead costs

After

- Able to better allocate resources effectively in other areas, and streamline resource management with a centralized digital portal
- Automated processes have improved operational efficiencies by 60%
- Public can now submit permits online, providing a more convenient and accessible means of approval
- Reduction in overhead and turnaround time with reduced employee workload and increased public satisfaction
- Easy access to the system on desktop and mobile devices with device-agnostic application suite
- Warning notices can now be issued with a digital signature from any handheld device

60%
Improved efficiencies

100%
Streamlined processes

Digitalized
Permit management

CHALLENGES

Baltimore Environmental Police engaged with Mokxa and outlined the challenges they encountered with their internal operational processes:

- Needed a central portal to digitize all internal operational processes and automate repetitive and manual tasks with minimal staff involvement
- Had to deal with numerous challenges with 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 manual approval of watercraft permits, eventually resulted in increased overhead costs and inefficient functioning

SOLUTION

A Record Management System (RMS) was built on the Joget platform, serving as a centralized digital portal to streamline resource management. The system allows the department to store and manage records, documents, and data in a centralized location, making it easy for authorized personnel to access the information they need.

Upon implementation of the system, there has been a reduction in the number of staff required to manage administrative processes. This allows Baltimore Environmental Police to better allocate their resources more effectively in other areas.

RESULTS

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

- ☑ The automated processes have improved operational efficiencies by 60%, which means that tasks are completed more quickly and accurately. Additionally, the public can now submit permits online, providing a more convenient and accessible means of approval

- ☑ The reduction in overhead and turnaround time has had significant positive effects for the department. It has allowed for a more streamlined and efficient process, reducing the workload on staff and increasing public satisfaction.

- ☑ Digitally managing internal operations has made it easier for staff to keep track of schedules, department rosters, professional development, and permit approvals

- ☑ The permit management component has enabled the online submission of watercraft permits, resulting in a faster and more efficient permit approval process

- ☑ The device-agnostic application suite allows for easy access to the system on both desktop and mobile devices, further increasing efficiency and convenience for all users

- ☑ Warning notices can now be issued with a digital signature from any handheld device, allowing for a more efficient and streamlined process. This feature reduces the need for physical documentation and manual processes, enabling staff to issue warnings more quickly and accurately

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Government

SECURE Support Workflow (SSW)

A customer of Mokxa Technologies, 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 and issuing marriage licenses, while 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.

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CUSTOMER AT A GLANCE

Before

- Relied heavily on manual processes which has resulted in significant overhead, cumbersome tracking, and inaccuracies inherent to manual workflows
- Delays in business processes, unable to effectively identify areas for improvement

After

- Reduced costs while increasing working productivity
- 50% reduction in team size, which freed up valuable resources for other critical areas and initiatives
- Streamlined processes and workflows, resulting in faster turnaround times and improved satisfaction levels
- SSW was used to implement government-to-government (G2G) recording delivery
- Expanded their team to focus on business activities as they consider Joget for their many IT Service Management (ITSM) needs
- Able to stay agile and responsive in a dynamic environment

1
Citizen developer

150+
User screens

50%
Team reduction, freed up resources

CHALLENGES

SECURE, Orange County, Clerk-Recorder, United States engaged with Mokxa and outlined the challenges they encountered with their business processes and workflow upstream. They had to relied heavily on manual processes which has resulted in significant overhead, cumbersome tracking, and inaccuracies inherent to manual workflows.

This caused delays and inefficiencies in their process management, making it challenging to effectively identify areas for improvement and make data-driven decisions on a timely manner

SOLUTION

A SECURE Support Workflow (SSW) system was built on the Joget platform by one of their citizen developers, encompassing approximately 150 user screens, and automating roughly 8 processes over a 6-month span. Rather than enlisting a sizable development team, the solution has been continually improved by a single team member for over 4 years.

Upon implementation of the system, Orange County has successfully optimized its business processes to manage a substantial volume of SECURE Support activities. The system facilitated real-time tracking of activity progress, keep track of activity completion, and provided comprehensive data reporting capabilities.

RESULTS

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

☑ By adopting the SSW system, Orange County was able to reduce costs while increasing working productivity. This allowed them to achieve a better balance between efficiency and effectiveness in their operations

☑ The SSW system had a dual benefit for Orange County, as it not only helped them save money but also made their employees more efficient. This led to a 50% reduction in team size, which freed up valuable resources for other critical areas and initiatives

☑ In addition to reducing team size, the SSW system also helped to streamline processes and workflows, resulting in faster turnaround times and improved satisfaction levels

☑ One of the key advantages of the SSW system is its ability to support and implement government-to-government (G2G) recording delivery, allowing them to adhere to the government's unique implementation processes and comply with regulations

☑ Orange County recently expanded their team to focus on business activities as they consider Joget for their many IT Service Management (ITSM) needs

☑ The SSW system provided Orange County with a scalable and flexible solution that could adapt to changing needs and requirements, allowing them to stay agile and responsive in a dynamic environment

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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