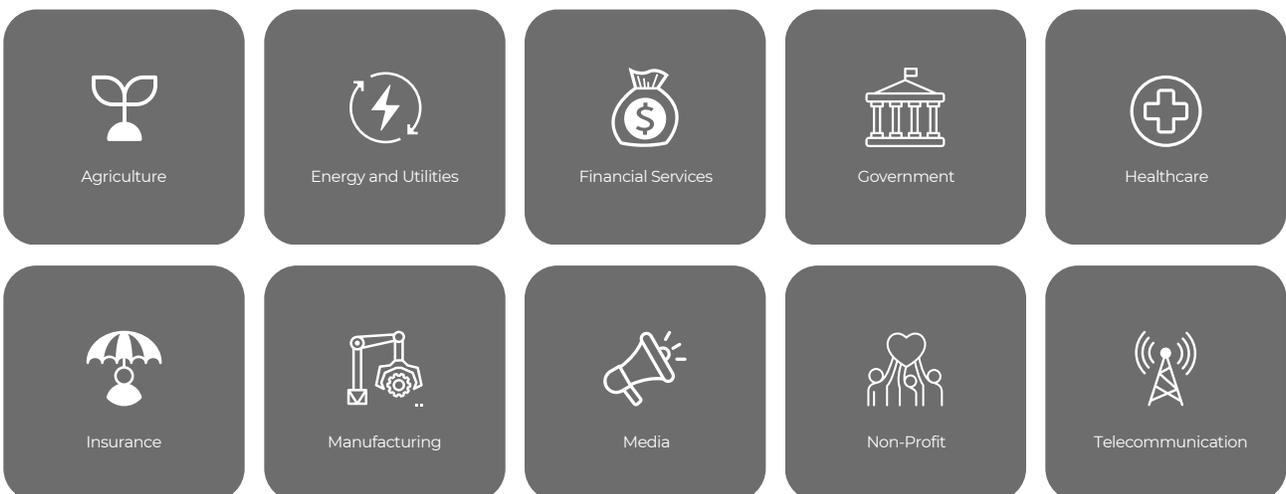




# Joget Case Studies Booklet

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



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# Accounting Workflow System

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.

## CUSTOMER AT A GLANCE

### Before

- Needed to consolidate all accounting workflows to enable efficient validation and tracking of invoices, debit/credit notes, account receivables, and other accounting operations
- Manual data entry was time-consuming
- Difficult to keep track of physical documents such as invoices and credit notes
- Shortage of personnel and resources to expedite the workflows
- Needed to shorten the time taken and ensure consistency in records management

### After

- Significant increase in operational efficiency and accuracy
- Reduced the amount of time required for data entry and processing
- Enabled the company to keep track of its accounting processes on a timely basis and facilitated better decision-makings
- Pre-set conditions for approval and validation requirements ensured that accounting processes were executed effectively, thereby minimizing errors and delays
- Prompt notifications to users enabled quick identification and resolution of issues, leading to faster process completion
- Seamlessly integrated with OCR and software robot applications to form Chin Hin's accounting RPA solution
- Approximately 65% savings in time and resources since the implementation of the system to the Group's business operations



65%  
Time and  
resources savings



100%  
Optimized accounting  
workflows



OCR  
Streamlined  
RPA solution

## CHALLENGES

Chin Hin approached Joget describing the challenges they encountered with their accounting workflow:

- Needed to consolidate all accounting workflows to enable efficient validation and tracking of invoices, debit/credit notes, account receivables, and other accounting operations
- Manual data entry was time-consuming and labor-intensive
- Difficult to keep track of physical documents such as invoices and credit notes
- Shortage of personnel and resources to expedite the workflows
- Needed to shorten the time taken and ensure consistency in records management

## SOLUTION

An Accounting Workflow System was built on the Joget platform as part of the company's initiative of automating its accounting processes. This includes accounts receivable and payable, credit and debit notes issuance, goods received notes processing, and bank reconciliation.

Upon implementation of the system, Chin Hin experienced a significant increase in operational efficiency and accuracy. The system helped to minimize human errors and reduced the amount of time required for data entry and processing. It also enabled the company to keep track of its accounting processes on a timely basis and facilitated better decision-makings.

## RESULTS

Chin Hin was delighted with the outcomes of the implemented solution on Joget. The solution surpassed their initial expectations and effectively addressed their business pain points. Key results include:

- ✓ Pre-set conditions for approval and validation requirements ensured that accounting processes were executed effectively and in compliance with regulations, thereby minimizing errors and delays
- ✓ Prompt notifications to users enabled quick identification and resolution of issues, leading to faster process completion and reduced processing time
- ✓ Seamlessly integrated with OCR and software robot applications to form Chin Hin's accounting RPA solution, resulted in streamlined operations and increased efficiency
- ✓ The successful implementation of the Accounting Workflow System on the Joget platform was a major milestone in Chin Hin's journey towards digital transformation and process optimization, allowing them to reduce manual data entry and cumbersome workflows
- ✓ Approximately 65% savings in time and resources have been achieved since the implementation of the system to the Group's business operations

# All-In-One Workflow Management System

A customer of TMS Software, 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.

Implementation Partner: TMS Software

## ABOUT PARTNER

Established in 1996, TMS Software develops versatile and dependable solutions to connect businesses to the technologies they need with the focus on improving organizational performance and profitability.

TMS is a technology enabler specializing in custom software development, digital transformation and workflow applications.

## CUSTOMER AT A GLANCE

### Before

- Needed to simplify and accelerate the application development process and gather all satellite applications into a centralized platform for easy retrieval of information
- Relied on manual processes and paper forms
- Traditional coding approach required for app dev
- Needed to deal with duplicate processes
- Information located all over the place

### After

- Over 100 Joget enterprise applications were deployed across multiple departments
- 2 plugins were built on Joget DX to further enhance the application development process
- A team member was tasked with creating Joget subforms and dashboards without coding
- Purchase Requisition and Purchase Order process approval SLA was dramatically reduced from a typical 2 weeks/1 month turnaround time to a record-breaking 3 days
- Significant reduction in application development time, leading to greater efficiency and cost savings



100+  
Joget  
apps



100%  
Streamlined  
satellite apps



3 Days  
PR and PO  
approval

## CHALLENGES

Hume Cement engaged with TMS describing the challenges they were facing with their business processes:

- Need to digitalize business processes and improve workflow productivity
- Needed to simplify and accelerate the application development process and gather all satellite applications into a centralized platform where all employees can access and retrieve information
- Had to rely on manual business processes and paper forms
- Traditional coding approach was required to develop enterprise apps
- Needed to deal with duplicate processes which was time-consuming and labor intensive
- Too many satellite applications where information was located all over the place, hence difficult to keep track

## SOLUTION

An All-In-One Workflow Management System was built on the Joget platform to digitalize and streamline the company business processes while facilitating inter-departmental communication. More than 100 Joget enterprise applications were developed and deployed across multiple departments, including Procurement, Production, Finance, and Human Resource.

Upon implementation of the system, Hume Cement has been able to achieve significant improvements in their operations, such as increased efficiency and productivity, reduced human errors, and faster processing times. This has enabled a better tracking and monitoring of tasks, resulting in better visibility and accountability within the organization.

## RESULTS

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

- ✓ 2 plugins were built on Joget DX that not only enhanced the application development process but also brought greater productivity to the business operations
- ✓ Joget was leveraged as a "One-Stop Solution" to compile, standardize and centralize all satellite applications. This has allowed them to simplify information retrieval for employees and improve overall accessibility with reduced redundancies
- ✓ A team member was tasked with creating Joget subforms and dashboards without coding, providing a new level of customization and flexibility
- ✓ Purchase Requisition and Purchase Order process approval SLA was dramatically reduced from a typical 2 weeks/1 month turnaround time to a record-breaking 3 days
- ✓ With the Joget no-code/low-code platform, Hume Cement experienced a significant reduction in application development time, leading to greater efficiency and cost savings

# AI Proof-of-Delivery Automation App

A customer of Mokxa Technologies, NFPC (National Food Products Company), is one of the premier food and beverage (F&B) companies in the Middle East. Headquartered in Dubai and founded in 1971, NFPC has more than 4,500 employees spanning across the UAE and the region. The company exports to over 40 countries in the Middle East, Africa and Asia, with the focus on GCC and LEVANT.

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

- Missing Delivery Notes (DN) and Seals on DNs
- Frequent delivery conflicts
- Slow invoicing and delayed payments
- Substantial risk of losing company important data over time
- Minimal oversight and transparency to manage SLA breaches

### After

- Able to cater to high processing load to process up to 5000 DNs daily
- Leveraged OCR technology to sort, match, and validate critical data
- Able to effectively trace missing POD documents with an automated control mechanism
- Enabled customizable reports downloads in multiple formats
- Enabled permission control to manage authorized access to customer information
- Improved document transparency
- Enhanced data security
- Reduced overall application maintenance costs



**5000**  
Delivery Notes daily



**OCR**  
Sort, match, validate data



**SECURE**  
Data security and transparency

## CHALLENGES

NFPC engaged with Mokxa describing the challenges they were facing. A proof-of-delivery (POD) document serves as an acknowledgement for each successful order delivery and invoicing purposes. NFPC has always had issues with missing 'Delivery Notes (DNs)' and 'Seals on DNs,' which resulted in:

- Frequent delivery conflicts between NFPC and its customers
- Slow invoicing and subsequent delayed payments
- Additional resources spent on tracing, documenting, and manually maintaining POD records on paper
- Substantial risk of losing important data over time
- Minimal oversight and transparency to manage Service Level Agreement (SLA) breaches between NFPC and its customers

## SOLUTION

Built on Joget and integrated with its AI-ready TensorFlow plugin, the AI Proof-of-Delivery Automation App provides NFPC with a single ecosystem to effectively communicate all POD-related information with its customers.

This modernized approach enables them to simplify the existing POD-discrepancy management process, while reducing the stress of dealing with missing documents issues, improving POD transparency, and ensuring a smooth customer invoicing cycle.

## RESULTS

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

- ✓ Built an application with a high processing load using Joget, to process up to 5000 DNs per day. Integrated seamlessly with NFPC's legacy ERP database and eventually used OCR technology to sort, match, and validate critical business information on all POD and invoice documents from the Document Management System
- ✓ Built an automated control mechanism to highlight missing POD documents (DNs/Seals on DNs) on all invoices and Statement of Account (SOA) documents. Document transparency was improved, allowing NFPC to effectively communicate all POD-related issues with its customers
- ✓ Built a dashboard to holistically present all related POD data in a comprehensive and graphical form-factor, enabling NFPC to download customizable reports in multiple formats for timely data retrieval and analysis
- ✓ Set up a permission-controlled environment that only provides each business user with information access that they are authorized to view. Each business user has access only to customer information that is assigned to them
- ✓ Integrated with MS Office 365 through Active Directory integration, enabling NFPC to sign in to the app with their MS Office login credential. This enhanced data security and reduced overall application maintenance costs. NFPC can now communicate with its customers in real-time using the new chat functionality

# Business Vehicle Management System

A customer of Valuprosys Technology, Baosteel Engineering Technology Group Co., Ltd, headquartered in Shanghai, is a wholly-owned professional engineering technology platform company of Baowu Iron and Steel Group. The company has seen significant growth in its engineering and technical capabilities in the fields of green building engineering, environmental protection, and intelligent industrial production lines.

Implementation Partner: Valuprosys Technology

## ABOUT PARTNER

Valuprosys Technology is a technology solutions provider specializing in no-code/low-code, management system custom development, and RPA robotic process automation implementation.

With a focus on process optimization, Valuprosys has worked with organizations across various industries such as healthcare, manufacturing, logistics, media, and more.

## CUSTOMER AT A GLANCE

### Before

- Frequent communications and cumbersome clarifications
- Car occupancy status was unclear and scheduling was inefficient
- Difficult to calculate operating costs
- Difficult to monitor refueling and maintenance costs
- Unable to review expenses in an organized manner
- Frequent conflicts between car applications and actual car usage

### After

- Simplified and accelerated business processes
- Significantly reduced unnecessary load
- Freed up time for critical tasks
- Efficient approval processes with real-time information synchronization
- Greater data transparency, minimal data silos
- Better control and analysis of data



**200%**  
Optimized processes with reduced load



**100%**  
More time for critical tasks



**STRONG**  
Data control and integrity

## CHALLENGES

Baosteel Engineering Technology Group approached Valuprosys describing the challenges they were facing:

- Frequent communications and cumbersome clarifications were required among car users, administrators, and drivers
- Car occupancy status was unclear and scheduling was inefficient
- Difficulties in calculating operating costs and monitoring refueling and maintenance costs
- Unable to review expenses in an organized manner
- Frequent conflicts between car applications and actual car usage, leading to a 'use first, submit later' scenario

## SOLUTION

A Business Vehicle Management System was built on the Joget platform to comprehensively manage the vehicle life cycle.

Key features of the system includes scheduling management, refueling management, ETC records, mileage records, purchase and lease management, insurance records, invoice records, maintenance records and disposal management.

Upon implementation of the solution, Baosteel can now seamlessly keep track of the company vehicle life cycle on their mobile devices and desktops, with improved data integrity and transparency while producing pertinent reports in a timely manner.

## RESULTS

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

- ✓ Simplified and accelerated workflows, significantly reduced unnecessary load, and freed up time for critical tasks
- ✓ Employees can now perform approval processes quickly and efficiently with real-time information synchronization
- ✓ Each subsidiary's data is independent and centralized, allowing the headquarters to easily view and understand key business insights with greater data transparency and minimal data silos
- ✓ Better control and analysis of data, including the tracking of driving records, odometer data, and ticket reimbursements

# Control Of Consumable Goods App

A customer of PT Itasof Pelagus Global, 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.

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 to reduce company costing and the ability to keep track of stock availability, quantity, status, and location consistently
- Manual stock calculations were error-prone and labor intensive
- Difficult to maintain accurate records of stock availability, quantity, and status

### After

- Significantly enhanced asset security and facilitated effective stock management
- Able to continuously monitor the consumption and utilization of stocks, streamline procurement processes, and maintain optimal inventory levels
- Identified lost assets worth approximately \$200K
- Additional stock savings that worth more than \$250K
- Email notifications to remind employees when the stock quantity level is low
- Checklist to monitor, dispose of, and transfer any stocks that are not in good condition to the respective warehouses in different locations



**\$200K+**  
Loss assets identified



**\$250K+**  
Additional stock savings



**\$450K+**  
Total asset savings

## CHALLENGES

KMSI approached ITAsoft describing the challenges they were facing:

- Needed to reduce company costing and expenses
- Needed the ability to keep track of stock availability, quantity, status, and location on a consistent basis for efficient inventory management
- Stock calculations and business operations were performed manually, which is error-prone and labor intensive
- Without an automated system for inventory tracking, it was difficult to maintain accurate records of stock availability, quantity, and status
- This has resulted in various duplication of stock orders and a significant loss of approximately \$200K of stocks

## SOLUTION

A Control Of Consumable Goods App was built on the Joget platform to enhance asset security and facilitate effective stock management.

Upon implementation of the solution, KMSI has been able to continuously monitor the consumption and utilization of stocks, streamline procurement processes, and maintain optimal inventory levels, resulting in a more efficient supply chain and increased customer satisfaction. By eliminating manual calculations, employees are now able to concentrate on higher-value tasks, thereby improving productivity and job satisfaction.

## RESULTS

KMSI 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:

- ✓ Identification of lost assets: The app has helped KMSI identify lost assets worth approximately \$200K. This has resulted in the recovery of valuable resources for the company
- ✓ Efficient stock management: The app has enabled KMSI to save more than \$250K by effectively managing their stocks. This has resulted in a total savings of approximately \$450K in the form of assets
- ✓ Timely stock replenishment: The app has been equipped with email notifications that remind employees when the stock quantity level is low, enabling them to replenish stocks on time by creating Purchase Requisition (PR) in advance for the respective departments to approve. This has led to a more efficient procurement process and has helped KMSI maintain optimal inventory levels
- ✓ Improved stock disposal: The app has been designed with a checklist to monitor, dispose of, and transfer any stocks that are not in good condition to the respective warehouses in different locations. This has improved the overall management of stocks and ensured that only high-quality goods are being sold to customers

# E-Form Allowance Payment App

PT Itasof Pelagus Global has a customer who acts as a manufacturer and exporter of automobile products and vehicle components, Completely Build-Up (CBU) vehicles, Completely Knocked-Down (CKD) vehicles including engine and production-supporting equipment.

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

- Lack of control and monitoring for request processes and forms
- Failed to meet SLA
- Request forms were scanned manually, which is time-consuming, error-prone and could result in fraud
- Lack of proper validation or 'auto-rejection' for requests that do not adhere to the company rules and standard SOPs

### After

- Significantly accelerated business processes by handling up to thousands of requests per month
- A notable decrease in the amount of paper used, an unprecedented level of workflow productivity, and a higher operational efficiency
- Email notifications which act as a reminder were implemented to uphold SLAs
- Improved customer experience and satisfaction



1000+  
Monthly requests processing



100%  
Paper removed



100%  
Automated email notifications

## CHALLENGES

The customer engaged with ITAsoft describing the challenges they were facing and the need for a comprehensive workflow management system to automate all allowance payment and approval processes, which must adhere to the company's rules and SOPs. Key business pain points include:

- Lack of control and monitoring for request processes and forms resulted in a failure to meet Service Level Agreement (SLA)
- Manual scanning of request forms is time-consuming, error-prone, and could result in fraud
- Lack of proper validation or 'auto-rejection' for requests that do not adhere to the company rules and standard SOPs

## SOLUTION

An E-Form Allowance Payment App was built on the Joget platform to automate the company's allowance payment processes, while simplifying the submission and approval processes with minimal resources.

The app was designed to improve the accuracy and timeliness of allowance payments, eliminating manual data entry and administrative burden. This allowed the customer to reduce paperwork and data entry errors, while enabling its users to access and manage their allowance payments with great ease.

## RESULTS

The customer 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:

- ✓ Since the implementation of the E-Form Allowance Payment App in the organization, the customer has significantly accelerated business processes by handling up to thousands of requests per month
- ✓ The solution, which consisted of several application modules, is used in multiple divisions of the organization, leading to a notable decrease in the amount of paper used, as well as an unprecedented level of workflow productivity and operational efficiency
- ✓ For every new approval request, email notifications which act as a reminder were implemented to uphold SLAs, allowing the customer to provide an improved customer experience and satisfaction

# Fleet Management System (FMS)

A customer of Valuprosys Technology, Baosteel Engineering Group, with over 20 Class A certifications and extensive experience in managing overseas projects, has a comprehensive range of industrial capabilities including engineering consultation, management and implementation, design and manufacture, as well as operation and maintenance.

Implementation Partner: Valuprosys Technology

## ABOUT PARTNER

Valuprosys Technology is a technology solutions provider specializing in no-code/low-code, management system custom development, and RPA robotic process automation implementation.

With a focus on process optimization, Valuprosys has worked with organizations across various industries such as healthcare, manufacturing, logistics, media, and more.

## CUSTOMER AT A GLANCE

### Before

- Needed a system to efficiently manage fleet of vehicles, which involved scheduling, allocation, assignment, and maintenance
- Needed a new system to optimize vehicle utility and improve efficiency, with a centralized management to keep track of fleet vehicles
- Needed to implement a mobility-optimized system to improve the business's agility and responsiveness to market needs

### After

- Standardized the management of vehicle, driver, refueling card, overtime, and other recording systems
- Streamlined maintenance processes, resulting in fewer maintenance-related issues, and enabling timely repairs to keep vehicles in optimal condition
- Automatically reminds users when maintenance is due, ensuring that vehicles are maintained regularly
- Provided users with a complete vehicle statistics report



200%  
Optimized processes  
with reduced load



100%  
Digitalized  
processes



TIMELY  
Automated  
reminders

## CHALLENGES

Baosteel Engineering Group approached Valuprosys describing the challenges they were facing:

- Needed a system to efficiently manage the fleet of vehicles, which involved scheduling, allocation, assignment, and maintenance
- By having a digitalized system in place to manage the fleet, businesses can reduce downtime, prevent breakdowns, and extend the lifespan of their vehicles, ultimately lead to cost savings and improved productivity
- Needed a new system to optimize vehicle utility and improve efficiency, while providing a centralized management to keep track of all fleet vehicles, allowing for better oversight of the fleet and facilitating better communication between different departments
- Needed to implement a mobility-optimized system to improve the business's agility and responsiveness to rapidly changing market needs

## SOLUTION

A Fleet Management System (FMS) was built on the Joget platform to streamline vehicle management process, reduce labor, and alleviate the workload of employees involved in the management process.

Upon implementation of the system, Baosteel has managed to significantly optimized their management process according to the specific business situation of the vehicles being managed.

FMS allowed them to seamlessly manage their approval workflows through the enterprise WeChat mobile application, eliminating the need for additional paperwork or manual approval processes.

## RESULTS

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

- ✓ Standardized the management of vehicle, driver, refueling card, overtime, and other recording systems, ensuring a more efficient and accurate method of keeping track of critical information
- ✓ Streamlined maintenance processes, resulting in fewer maintenance-related issues, and enabling timely repairs to keep vehicles in optimal condition
- ✓ Automatically reminds users when maintenance is due, thereby ensuring that vehicles are maintained regularly, and reducing the risk of costly repairs or breakdowns
- ✓ Provided users with a complete vehicle statistics report with a powerful data analysis function, leading to better decision-making, and more efficient fleet management processes within the organization

# High Risk Project Management System

A customer of Valuposys Technology, Baowu Equipment Intelligent Technology Co., Ltd focused on equipment technical services for the iron and steel industry for over 30 years. With years of professional development and continuous integration, they have opened up equipment service offerings such as testing, diagnosis, maintenance, and manufacturing to form a system solution service model.

Implementation Partner: Valuposys Technology

## ABOUT PARTNER

Valuposys Technology is a technology solutions provider specializing in no-code/low-code, management system custom development, and RPA robotic process automation implementation.

With a focus on process optimization, Valuposys has worked with organizations across various industries such as healthcare, manufacturing, logistics, media, and more.

## CUSTOMER AT A GLANCE

### Before

- Limited supervision coverage across multiple high-risk projects
- Lack of a systematic and standardized management system to keep track of the vast amounts of company data

### After

- Minimized errors in system logic control, reduced oversight in process safety management
- Systematically managed safety violation inspection, verification, and rectification processes
- Established personnel information implementation control
- Proper management of statistical analysis of project management and violation data
- Improved data control and data integrity
- Effectively eliminated data out-of-synchronization and unauthorized worker replacements with facial recognition and digitalized personnel files



**200%**  
Optimized process safety management



**GREATER**  
Data centralization, less silos



**STRONG**  
Data control and integrity

## CHALLENGES

Baowu Equipment Intelligent Technology approached Valuposys describing the challenges they encountered with safety management, a crucial aspect of the company's production process. Majority of occupational accidents occurred on high-risk project sites, and these high-risk projects necessitated intensive management to overcome the following challenges:

- Limited supervision coverage across multiple high-risk projects that spread across more than 10 cities
- Lack of a systematic and standardized management system to keep track of the vast amounts of information pertaining to construction, management, and safety measures

## SOLUTION

A High Risk Project Management System was built on the Joget platform in accordance with the company headquarters' high-risk project management process requirements.

Upon implementation of the solution, Baowu significantly improved its data integrity with an orchestrated management of the company safety violation inspection, verification, and rectification processes.

## RESULTS

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

- ✓ Minimized errors in the system logic control and reduced oversight in process safety management, with the implementation of several system process steps including safety listing, safety confirmation, start-up confirmation, and completion confirmation
- ✓ Optimized project safety inspections and systematically managed safety violation inspection, verification, and rectification processes
- ✓ To establish personnel information implementation control, operators are now required to perform on-site QR code scanning, sign-in confirmation, and on-site sign-out scanning code confirmation
- ✓ Ensured proper management of statistical analysis of project management information and violation data
- ✓ Significantly improved data control and data integrity with the implementation of pre-defined safety measures
- ✓ Effectively eliminated data out-of-synchronization and unauthorized worker replacements with facial recognition and digitalized personnel files

# Job Requisition App

A customer of Thaitizens, NSK Bearings has a rich history in Japan's bearing industry. Established in 1916, the company pioneered the production of ball bearings in the country and has been at the forefront of the industry's growth ever since. Today, NSK ranks among one of the largest bearing suppliers in the world.

Implementation Partner: Thaitizens

## ABOUT PARTNER

Thaitizens specializes in creating innovative software solutions that enable businesses to enhance their organizational processes and content management.

With over 15 years of experience and thousands of successful program implementations with enterprise-level corporations, Thaitizens is committed to delivering systems structures that meet the diverse needs of each organization.

## CUSTOMER AT A GLANCE

### Before

- Difficult to constantly keep track of and analyze company business processes
- Inadequate control over work progress, resulting in delays and human errors
- High risk of losing or misplacing critical paper documents
- Relied on paper-based forms with manual approval processes

### After

- Successfully transformed traditional paper forms into a digital Joget form
- Eliminated the need for paper forms and manual processing, as request submissions and approvals can now be done remotely
- By automating the approval process, employees can focus on more value-added tasks and increase overall productivity
- Users can now create their own electronic signatures and save as image for future use
- Able to setup organization relation which includes the respective departments, sections and divisions



100%  
Digitalized  
forms



100%  
Streamlined  
workflows



FASTER  
Approvals with  
electronic signatures

## CHALLENGES

NSK Bearings approached Thaitizens describing the challenges they were facing:

- Difficult to constantly keep track of and analyze company business processes for timely improvement
- Inadequate control over work progress, resulting in delays, human errors, and the inability to identify and resolve issues in a timely manner
- High risk of losing or misplacing critical paper documents, which could lead to significant business disruptions and compliance issues
- Relied on paper-based forms for its business operations with manual approval from designated personnel, which was labor intensive and time-consuming, eventually resulting in decreased efficiency and productivity

## SOLUTION

A Job Requisition App was built on the Joget platform within a short span of 2 weeks and seamlessly integrated with Alfresco, a document management system.

Upon implementation of the solution, NSK experienced significant improvements in their business processes, leading to faster and more efficient workflows. The automation of critical business processes has allowed NSK to optimize their operations and minimize the possibility of human error, resulting in higher levels of accuracy and precision.

## RESULTS

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

- ✓ Successfully transformed traditional paper forms into a digital Joget form, allowing users to submit their requests more efficiently
- ✓ Eliminated the need for paper forms and manual processing, as request submissions and approvals can now be done remotely
- ✓ The elimination of manual approval processes has led to faster and more accurate request processing, reducing delays and human errors
- ✓ By automating the approval process, employees can focus on more value-added tasks and increase overall productivity
- ✓ Users can now create their own electronic signatures and save as image for future use. This provides a convenient way for them to sign documents and approve requests without the need for physical signatures, reducing the need for paper-based documentation and simplifying record-keeping
- ✓ Able to setup organization relation which includes the respective departments, sections and divisions, enabling the users to easily locate and assign the correct person to a given role

# Smart Patrol Warehouse App

PT Itasof Pelagus Global has a customer who is a multinational company established in 1986 with its headquarters in Jakarta. In 1989, the company started operation as its state-of-the-art production complex in Banten province. Today, they operate the largest chlor alkali-vinyl chloride plant in Southeast Asia with a focus on chemical and industrial markets.

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

- Retrieval of information at data stations was collected manually using paper forms
- Lack of validations of information related to the user, patrol time, and patrol process legality
- Possible inaccuracies in the data that was gathered and recorded

### After

- Facilitated the collection, storage, and reporting of data on patrol activities
- Comprehensive reporting with pertinent graphs for data insights
- Streamlined data entry with digital forms
- Able to seamlessly create and manage patrol activities directly via mobile devices from remote locations
- Able to quickly and accurately perform data collection while on patrol
- Significantly increased overall workflow efficiency, accuracy, speed, and patrol process satisfaction



1000+  
Improvements in portability



100%  
Mobility and agility



100%  
Paper removed with digital warehouse

## CHALLENGES

The retrieval of information at the data station via patrol activities was conducted manually using paper forms. There was no validation of information related to the user, the timing of the patrol, and the legality of the patrol processes, leading to possible inaccuracies in the data that was gathered and recorded.

The customer engaged with ITAsoft describing the challenges they were facing and the need for a digital solution with storage warehouse for data collection and patrol activities. This is so that they could efficiently streamline their patrol procedures, accelerate information gathering, and produce more accurate reports with pertinent graphs for data insights.

## SOLUTION

A mobile-friendly Smart Patrol Warehouse App was built on the Joget platform to facilitate the collection, storage, and reporting of data on patrol activities with presentable visualizations and graphs.

The app was designed to streamline data entry with a digital form to capture patrol activity information, allowing the customer to create and manage their patrol activities directly from mobile devices. The digital form was made to be intuitive and user-friendly for improved visibility and user experience, ensuring accuracy and convenience for all users, regardless of their level of technical expertise.

## RESULTS

The customer 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:

- ✓ The Smart Patrol Warehouse App serves as a portable data scanner to take pictures of station damage and register them into the data station, allowing patrol officers to quickly and accurately perform data collection while on patrol
- ✓ Incorporated a digital data warehouse into the app to store all data collected during patrol activities and present pertinent reports and graphs in a comprehensive and graphical form-factor
- ✓ Incorporated a digital patrol activity form into the app, allowing users to seamlessly create and manage their patrol activities on mobile devices from remote locations
- ✓ Significantly increased overall workflow efficiency, accuracy, speed, and patrol process satisfaction

## 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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