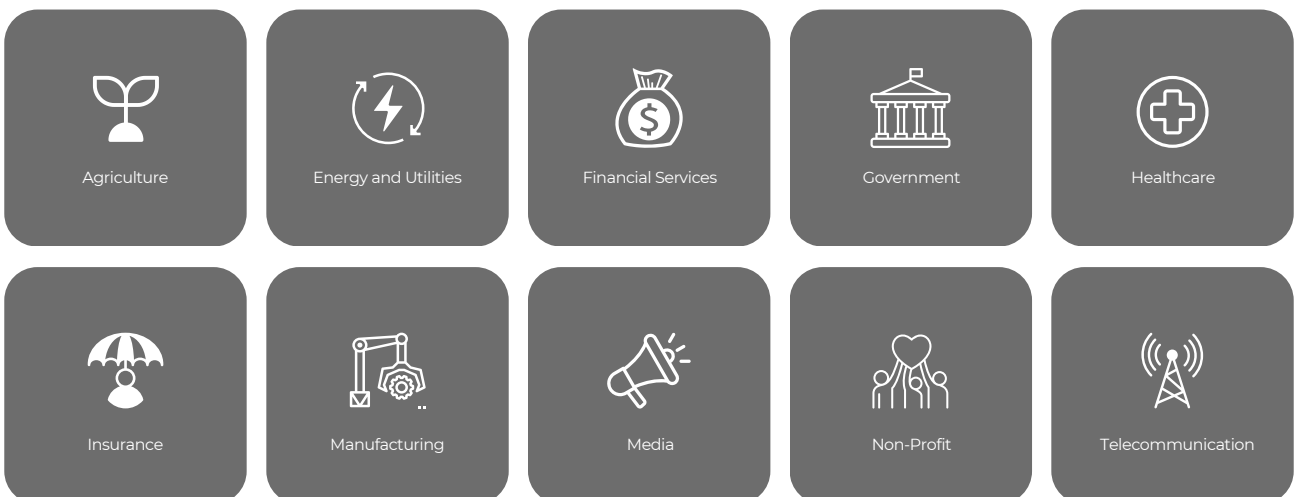




# Joget Case Studies Booklet

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



# Table of Content

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

# ABAI Digital Suite App

ABAI Group has a customer who is one of the largest telecommunications companies in the world in terms of market capitalization and number of customers, where they have the best infrastructure and an innovative range of digital and data services. They are also favorably positioned to meet the needs of their clients and capture growth in new businesses.

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

- Needed to digitalize, streamline and automate all front-to-back office tasks
- Needed to automate the creation of reports and monitor work progress on a regular basis
- Needed to effectively manage a high volume of transactions and exchanges
- Needed to mitigate delays in meeting deadlines caused by manual report preparation processes

### After

- A better sales conversion ratio has been achieved
- Faster response times and greater customer satisfaction
- Gamification feature comes with an infographic on the user interface unique to each user
- Able to keep track of work history over time, allowing for adjustments and improvements as needed on a timely basis
- An online report will be updated every 15 minutes, providing users with up-to-date information and allowing better decision making



100%  
Improved sales conversion



100%  
Streamlined workflows



200%  
Happier customers

## CHALLENGES

The customer engaged with ABAI describing the challenges they were facing:

- Needed to digitalize, streamline and automate all front-to-back office tasks to reduce the risk of human errors and improve overall workflow performance
- Needed to automate the creation of reports and monitor work progress on a regular basis, allowing them to make better-informed decisions and respond more quickly to changing business needs
- Needed to effectively manage a high volume of transactions and exchanges
- Needed to mitigate delays in meeting deadlines caused by manual report preparation processes, enabling them to better manage their workload and improve company reputation

## SOLUTION

An ABAI Digital Suite App was built on the Joget platform within 14 days to improve, measure and constantly monitor the efficiency and productivity of the front and back office.

Upon implementation of the solution, the customer experienced a significant improvement in their overall operational efficiency. The ABAI Digital Suite App provides a streamlined and automated solution that eliminated the need for time-consuming manual processes. The customer can now focus on more strategic tasks with the flexibility to respond to changing business needs quickly.

## RESULTS

The customer 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:

- ✓ After the implementation of the solution in the company business operations, a better sales conversion ratio has been achieved
- ✓ With the streamlined processes and automation, sales representatives can work more efficiently, providing faster response times and greater customer satisfaction
- ✓ The app's gamification feature comes with an infographic on the user interface, unique to each user and is being generated from the data studio
- ✓ Able to keep track of work history over time. This feature enables users to monitor their work progress and performance, allowing for adjustments and improvements as needed on a timely basis
- ✓ An online report will be updated every 15 minutes, providing users with up-to-date information and allowing better decision making

## 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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