

Industry: Manufacturing

Theme: Operational Excellence

Business Process Automation Portal for Operational Excellence on Low-Code

| One of the Middle East's F&B Conglomerates

CASE STUDY

mokxa

Key Takeaways



Paper-free digital transformation across departments



Quick & accurate creation of customer's profile



Easy supplier registration with vendor self-service



Expense management with automated rules & calculations



User friendly portal on mobile & desktop with custom UI themes



Harmonized data management, synced with Oracle ERP



Trained an in-house team of business-IT Joget developers

Client Summary

Founded in 1991, the client is one of the leading conglomerates in the Kingdom of Saudi Arabia and the Gulf region, producing quality bakery products for major global customers. They serve the United Arab Emirates consumers through their retail bakery brand.

In alignment with digital transformation, they needed to digitize and streamline their operations across departments and business lines. This required a rapid, cost-effective, and scalable automation of multiple business processes.

Challenges

- Cumbersome workflows hindering customer & supplier profiles creation
- Dependent on spreadsheets to manage expense claims with complex finance calculations
- Slow and delayed ownership transfer of company assets when salespeople move or leave
- Costly maintenance of business data across siloed technologies
- No control over user access to business process and data
- No central ecosystem for instant retrieval of key information for decision making
- No strategic plan in place to effectively digitize paper-based tasks
- Discernible skill gaps impacting digital transformation

Solution

- Used Joget to build a portal that automate critical business processes, covering supply chain, sales, recruitment & operations - on mobile & desktop-friendly apps
- Trained and built a team of Joget professionals within the company. Using Joget, they continued to build new apps for more in-house use cases, consistently meeting business needs
- Established a forward-thinking approach. The client planned to expand Joget to integrate with more legacy systems for a well-connected enterprise ecosystem.

Capabilities

- ✔ Streamlined customers' profile creation. By automating workflows, salespeople can register their customers on the portal, designating them to specific departments for reviews and get approvals in days. Integrated with Oracle ERP, the solution improved data integrity of their customers across enterprise systems.
- ✔ Built a 'Supplier Creation App' with self-service. This allowed procurement staff to register suppliers & prompt them to complete the onboarding cycle without app login. This automation accelerated the onboarding cycle, ensuring accurate record-keeping of suppliers data before doing business with them.
- ✔ Simplifying travel expenses management, the portal also includes an app that automates expense claims. With built-in formulas, it calculates allowances based on employee roles & travel specifics. This enabled the client to effectively govern and comply with company claims policies with minimal errors.
- ✔ 'Recruitment Requisition App' helped department managers to easily submit hiring requests. Automated workflows ensured recruitments align within budget, and it would be seamlessly escalated for CEO approval when needed. This translates to quicker and more efficient hiring to bring in the right talent for the company.
- ✔ Built a 'Salesman Transfer App' to simplify the approval process for ownership transfers of company assets (vehicles & electronic devices) when salespeople relocate or resign. Salespeople were alleviated from administrative hassles, while asset data are recorded and stored centrally on Joget.
- ✔ Trained and built a team of Joget professionals. Adopting Joget and citizen development, their in-house business & IT teams were able to rapidly develop enterprise-grade solutions in a cost-effective way.
- ✔ As part of the roadmap, the client planned to expand Joget for better integration with other legacy systems. This strategic move aimed to establish a well-connected enterprise ecosystem, achieving operational excellence through better automation.

