

# 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