CUSTOMER AT A GLANCE

Chin Hin Group is an Integrated Builders Conglomerate which encompasses primary business sectors namely trading, manufacturing, property, hospitality and transportation.

The company was established in 1974 as a humble building materials trader with passionate goal to grow in all areas of its business.


It started its operation without much capital and credentials but a pursuit of becoming a strong company through Integrity, Performance, Teamwork.

Having its foundation built sturdily, today, Chin Hin Group is a multi-local corporation with diversified portfolio of 20 stable and progressive companies.

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.

CHALLENGES

- 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

RESULTS

- 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