

Workflow Management System

Implementation Partner: PT Itasof Pelagus Global (ITAsoft) | Customer: PT AEON Credit Service Indonesia

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

PT AEON Credit Service Indonesia ("the Company") is a financing company established in Jakarta, Indonesia since 2006 whom has focused its business in consumer financing.

By 2013, the Company launched its Credit Card Business to the Indonesian Market following the track of its sister companies in Japan and Overseas.

The Company is a subsidiary of AEON Financial Service Co., Ltd. in Japan, operating under AEON Co., Ltd.



Industry:
Financial Services



Firm Size:
501-1,000 employees



Country:
Indonesia

CHALLENGES

- The procedures of obtaining approval for submitted forms and processes were time-consuming and labor-intensive
- Manual business operations and data silos within the organization
- Business processes were time-consuming and operational costs were high
- Difficult to keep track of Service Level Agreement (SLA) pending approval requests, unable to meet the approval process deadline

SOLUTION

A **Workflow Management System** was built on the Joget platform in 6 months to handle AEON's departmental approval requests, improve data management, streamline reporting, and orchestrate business processes.

Upon implementation of the system, they have achieved a higher rate of operational efficiency and greater visibility of transactions, as a result of the system's user friendly interface and automated workflows.

RESULTS

- ✓ Able to process thousands of requests per month since the implementation of the Workflow Management App in late 2020, significantly reducing the amount of manual effort and resources needed to manage the business operations
- ✓ Handled 23 different approval forms to support multiple requests, which include document review, approval and task assignment flow, allowing the company to benefit from an automated and streamlined workflows
- ✓ Handled multiple and various department approval process which involves at least 7 workflow activities performed by each user
- ✓ Simplified the process of approval requests with the capability to perform effective monitoring, tracking, and reporting for better visibility and accountability
- ✓ Stringent SLA implementation and reporting that ensured service assignment completion on time. Enhanced time efficiency and reduced paper consumption for each request and approval process, resulting in lower company expenses



1000+
Monthly requests processing



23
Different approval forms handling



100%
Timely SLA implementation