

Catalog Management Application

Implementation Partner: Mokxa Technologies | Customer: One of the Major Vision Insurance Carriers in the United States

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

The customer is one of the major vision insurance carriers in the United States, providing managed vision care solutions to over 38 million members nationwide.

The product catalog plays a vital role in supporting the customer's business activities, which are centered around delivering quality routine vision benefits and corrective eyewear to its customers.



Industry:
Healthcare



Firm Size:
1,001-5,000 employees



Country:
United States



\$ 1MM+
Cost savings



200%
Time reduction



100%
Automated framework

CHALLENGES

It was difficult to manage the regular inflow of product information and change requests from multiple stakeholders, as well as maintaining an accurate and up-to-date product catalog when relying manually on spreadsheets.

- Slow updates of catalog data due to the lack of an automated workflow
- Delayed product onboarding and go-to-market strategy
- Inaccuracies in data due to manual updates to the catalog database
- Difficulty retrieving data due to heavy dependence on the IT team and lack of a user-friendly interface to interact with the catalog database

They were unable to create rich metadata for different products, and there was a lack of robust version control and the ability to release/roll-back updates. The absence of role-based permissions to access catalog data, resulting in significant vulnerability in data security

SOLUTION

Built on Joget, the **Catalog Management Application** provides a singular platform for the customer to effectively manage its entire product catalog.

This modernized approach enables them to better maintain and have a greater control over the full product catalog at the speed of thought.

RESULTS

- ✓ Provided a single source of truth for the customer to effectively streamline its process of managing and maintaining its product catalog, based on different roles that were assigned to the business user
- ✓ Empowered business leaders to collaborate with the technical team in their application development, hence breaking down the traditional silos between business and IT
- ✓ Provided the ability to visually configure product-related data from the application, with built-in support for filtering, sorting, paging, and exporting to various document formats
- ✓ Reduced the time taken for product updates by scale. This was achieved through Joget functionality such as the ability to use current products as templates, bulk approvals for product additions and updates, single-click change migration to various deployment environments, and more
- ✓ Automated the multi-stage approval process for increased efficiency and improved auditability
- ✓ Secured the privacy of sensitive product information through appropriate role-based permissions and monitoring capabilities
- ✓ Enabled the customer to save more than a million USD, as a result of streamlining its internal and external business workflows through Joget