Mokxa Technologies developed and delivered an end-to-end Customer Onboarding Platform within 3 months on Joget.

They have created a single system of record that seamlessly integrated with Allied Benefit’s critical systems such as Enterprise Data Warehouse and Active Directory Integration, and built a UI-based Record Management System that allowed business users to initiate, track, update and close the onboarding process.

The solution automated over 10 business processes through 25 user screens. It empowers business users to take charge of their business activities by practically eliminating their dependency on technical expertise.

**RESULTS**

- An onboarding platform was successfully deployed with digitalized forms, automated business activities, integrated business rules, and orchestrated workflows, with an overall 27% ROI and 50% productivity improvement in client onboarding processes
- Enabled supporting functions such as the ability to create new products and services, add/modify business rules, view reports/dashboards, and user access management
- Creation and customization of new products and services were templatized to eliminate dependence on technical resources
- To effectively govern SLAs, controls and features were built in to highlight delays, monitor execution timeframe, manage escalation matrix, and trigger alerts. All business activities had built-in thorough and configurable auditability
- Overlays like executive dashboards and detailed data downloads ensured the right data types and views available to the right users
- Automated processes allowed staff focus on their tasks. Policies are baked into the design so no extra steps were required to ensure compliance, with Key Performance Metrics to ensure quality and performance
- Permission-controlled environment ensured access level security. UI-based user access management enabled administrative users to manage permissions. End-to-end tracking of business activities and relevant data resulted in effective and accurate reporting