

Record Management System (RMS)

Implementation Partner: Mokxa Technologies | Customer: Local Law Enforcement Agency Serving About 1.8 Million Consumers in the Region

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 a local law enforcement agency that provides law enforcement services and public safety, serving about 1.8 million consumers in the region.



Industry:
Government



Country:
United States



HIGH
Operational efficiencies



BETTER
Streamlined processes



DIGITALIZED
Permit management

CHALLENGES

- Needed a central portal to digitize all internal operational processes and automate repetitive and manual tasks with minimal staff involvement
- Had to deal with numerous challenges with internal operational processes such as employee schedule management, department roster, permit approvals, vehicle inspection, etc.
- These processes were paper-based, repetitive and time-consuming and were performed using disparate data, siloed software and manual approval of watercraft permits, eventually resulted in increased overhead costs and inefficient functioning

SOLUTION

A Record Management System (RMS) was built on the Joget platform, serving as a centralized digital portal to streamline resource management. The system aimed to enable the department to store and manage records, documents, and data in a centralized location, making it easy for authorized personnel to access the information they need.

The system will help the customer to accelerate and simplify the management of company administrative processes, allowing them to better allocate their resources more effectively in other areas.

RESULTS

- ✓ The automated processes significantly improve operational efficiencies and allow faster task completions. This will enable the public to submit permits online, providing a more convenient and accessible means of approval
- ✓ The reduction in overhead and turnaround time results in significant positive effects for the department, allowing for a more streamlined and efficient process, while reducing the workload on staff and increasing public satisfaction
- ✓ Digitally managing internal operations is a game-changer for staff to easily keep track of schedules, department rosters, professional development, and permit approvals
- ✓ The permit management component enables the online submission of permits, resulting in a faster and more efficient permit approval process
- ✓ The device-agnostic application suite can be accessed on both desktop and mobile devices, further increasing efficiency and convenience for all users
- ✓ Warning notices can now be issued with a digital signature from any handheld device, allowing for a more efficient and streamlined process. This feature reduces the need for physical documentation and manual processes, enabling staff to issue warnings more quickly and accurately