

SECURE Support Workflow (SSW)

Implementation Partner: Mokxa Technologies | Customer: Orange County, California

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

Orange County is located in the Los Angeles metropolitan area in California. As of the 2020 census, the population was 3,186,989, making it the third-most populous county in California, the sixth-most populous in the U.S., and more populous than 21 U.S. states.

The Clerk-Recorder Department is responsible for recording documents such as real property transactions and issuing marriage licenses, while Statewide Electronic Courier Universal Recording Environment (SECURE) is their cost-effective, public service Electronic Recording Delivery System (ERDS) program regulated by the California Department of Justice.



Industry:
Government



Firm Size:
10,001+ employees



Country:
United States



1
Citizen developer



150+
User screens



50%
Team reduction, freed up resources

CHALLENGES

- Had to relied heavily on manual processes
- There were significant overhead, cumbersome tracking, and inaccuracies inherent to manual workflows
- This has also caused delays and inefficiencies in their process management
- It was difficult to effectively identify areas for improvement and make data-driven decisions on a timely manner

SOLUTION

A **SECURE Support Workflow (SSW) System** was built on the Joget platform by 1 of their citizen developers, encompassing approximately 150 user screens, and automating roughly 8 processes over a 6-month span.

Rather than enlisting a sizable development team, the solution has been continually improved by a single team member for over 4 years. Upon implementation of the system, Orange County has successfully optimized its business processes to manage a substantial volume of SECURE Support activities.

The system facilitated real-time tracking of activity progress, keep track of activity completion, and provided comprehensive data reporting capabilities.

RESULTS

- ✓ By adopting the SSW system, Orange County was able to reduce costs while increasing working productivity
- ✓ This allowed them to achieve a better balance between efficiency and effectiveness in their operations
- ✓ The SSW system had a dual benefit for Orange County, as it not only helped them save money but also made their employees more efficient
- ✓ This led to a 50% reduction in team size, which freed up valuable resources for other critical areas and initiatives
- ✓ In addition to reducing team size, the SSW system also helped to streamline processes and workflows, resulting in faster turnaround times and improved satisfaction levels
- ✓ One of the key advantages of the SSW system is its ability to support and implement government-to-government (G2G) recording delivery, allowing them to adhere to the government's unique implementation processes and comply with regulations
- ✓ Orange County recently expanded their team to focus on business activities as they consider Joget for their many IT Service Management (ITSM) needs
- ✓ The SSW system provided Orange County with a scalable and flexible solution that could adapt to changing needs and requirements, allowing them to stay agile and responsive in a dynamic environment