

Employee Onboarding & Offboarding User ID and Access Management

Implementation Partner: PT Itasof Pelagus Global (ITAsoft) | Customer: Leading Provider of Consumer Finance, Leasing, Factoring, and Business Credit Card Services

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

The customer is a leading provider of consumer finance, leasing, factoring, and business credit card services in the country, with a vast network of over 600 branches and a history spanning over 60 years.

The company has a relatively wide business network spread across major cities throughout Indonesia.

Over the years, they continue to strive to become a leading company in the financing industry in Indonesia by providing the best value to stakeholders.



Industry:
Financial Services



Firm Size:
501-1,000 employees



Country:
Indonesia

CHALLENGES

- Needed a secure and effective way to manage system login IDs for new hires and exiting staff
- On average, the customer experienced six staff attritions per month
- An average of nine new staff were assigned to different branches throughout country on a monthly basis
- A secure method was necessary to keep track of the system IDs of new joiners and leavers
- Password generation needed to be secure
- Struggled with access management, as different systems were overseen by separate administrators and lacked centralization

SOLUTION

An **Employee On-Boarding & Off-Boarding User ID and Access Management** was built on the Joget platform to manage the creation, approval and assignments of the user ID for each staff. Upon implementation of the system, the customer was able to overcome the challenges of fragmented access management with improved security and reduced workload for employees.

RESULTS

- ✓ Enabled cross-departmental employees, consisting primarily of department senior and junior managers, to better manage their onboarding and offboarding processes
- ✓ By leveraging the system, these employees can easily track and monitor employee access and permissions, ensuring that new employees are granted access to the systems and resources they need to do their jobs, and that departing employees are offboarded smoothly without leaving any security risks behind
- ✓ The system comprises of 8 workflows and approval cycles, each designed to address specific access management tasks
- ✓ These workflows have been carefully crafted to meet the customer's unique business requirements, ensuring that the system is fully optimized for their needs
- ✓ The system's in-depth reporting capabilities have also been instrumental in enabling the customer to provide valuable insights to stakeholders and make informed decisions on a timely basis
- ✓ The system was seamlessly integrated with the customer's HR system (SAP), developed and deployed within 4 months, ensuring that employee data is always up-to-date and accurate
- ✓ This integration has enabled the customer to seamlessly manage employee access and permissions, reducing the risk of security breaches and ensuring compliance with internal policies and external regulations.



100%
Streamlined
workflows



TIMELY
In-depth
reporting



SECURED
Access
management