

# Legacy Lotus Notes Apps Transformation

Implementation Partner TMS Software | Customer: Sunway Group

## ABOUT PARTNER

Established in 1996, TMS Software develops versatile and dependable solutions to connect businesses to the technologies they need with the focus on improving organizational performance and profitability.

TMS is a technology enabler specializing in custom software development, digital transformation and workflow applications.

## CUSTOMER AT A GLANCE

Established in 1974, Sunway Group is one of Southeast Asia's leading conglomerates with core interests in real estate, construction, education, healthcare, retail, and hospitality, with a unique build-own-operate business model.

With a presence in more than 50 locations worldwide, Sunway is committed to the 17 United Nations Sustainable Development Goals and continues to align them with their Environmental, Social and Governance (ESG) targets as part of their corporate strategy and social responsibility towards driving the group's long-term success and deepening our commitment to nation-building.



**Industry:**  
Technology



**Firm Size:**  
10,001+ employees



**Country:**  
Malaysia



**8,000+**  
Active users



**30%**  
Reduction in dev time



**60%**  
Increased efficiency

## CHALLENGES

- The majority of current Lotus Notes Applications were not web and mobile enabled, with approximately 90% of these apps being client-based. Hence, users had to install the Lotus Notes client software locally and replicate the apps onto their desktops or workstations for offline access
- High support effort was required to modify the approval flow based on user requirements, as the current flow was hard-coded and lacked a workflow engine
- Very limited integration functionality was available to connect to third-party systems, no reporting tools were available for end users. Building or converting applications to web-based platforms took a longer development time frame compared to other development platforms
- The setup of local servers for every remote site/office, bandwidth connectivity, and resources for Lotus Notes software installation, configuration, and ongoing support/upgrades resulted in a huge investment cost in hardware/manpower
- Difficult to find developers who were knowledgeable and familiar with Lotus Notes Apps
- The lack of advancement in the IBM Lotus Notes product hindered Sunway's ability to catch up with the latest web technology trends, and the product was likely to reach its End of Life (EOL) soon

## SOLUTION

To address the challenges above, with the support from TMS, the top 3 cloud applications namely **Sunway Mall EMS, EOS (Event Management System, Event Order System) & iAds, Sunway Construction Contract Management, and Sunway Office Automation Suite** were built on the Joget platform.

The solutions enabled seamless data exchange and real-time processing via API to eliminate manual data entry, with a configurable approval flows and levels based on contract amounts. The apps were successfully integrated with Oracle JDE Construction Environment. This enhanced searching capability across all modules and elevated accessibility, enabling the availability of applications anytime and anywhere. This accessibility extends to both workstations and mobile devices on various form-factor views, including offline usage.

## RESULTS

- ✓ Mobile-ready submission and on-the-go approval empowered users with self-service configurable master profiles setup, facilitated decision making with a reporting dashboard, achieved a seamless user login authentication via SSO with Windows login
- ✓ Simplified workflow administration and maintenance with less coding, lower development costs, faster deployment, and a 30% reduction in web development timeframe
- ✓ Automated approval flows configurable for different malls, with automated reminder email notifications for respective parties, approvers, and tenants. Up to 60% increase in time and work efficiency, eliminated contract hard copy printing
- ✓ Customizable approval flows based on different user requests with real-time reports generated on screens, and improved data security. Significant cost savings with more than 8,000 active users
- ✓ Streamlined data flow throughout the contract cycle, automated manual processes and reduced paper usage with less administrative costs. Improved data accuracy on a centralized data access platform with significant reduction in resources and time. Reduced repetitive manual tracking and monitoring tasks

"The Joget Platform has helped us greatly in our transformation and digitalization journey. Our developers were able to transform more than 300 in house legacy workflow applications to web based workflow applications with modern user interface, improved features and functionalities.

Big thanks to Joget Inc and our local partner, TMS for their unwavering support, commitment through the years. We are excited to see the continuous Joget platform improvements that can be beneficial to Sunway."

— Kevin Khoo Min Sinn  
Chief Information Officer (CIO) at Sunway Group

"After moving to Joget platform, Digital Hub is able to automate simple to complex workflow processes much faster for our diversified business units and it brings a huge value in boosting work productivity for business operations."

— Letchumy Adekan  
Director at Sunway Digital Hub