

# ITSM Platform Migration with Joget

Implementation Partner: Digitide Solutions | Customer: A Multinational Luxury Real Estate Developer in UAE

## ABOUT PARTNER

With a global presence across 40 locations in 5 countries and a team of 55,000 dedicated associates, Digitide delivers transformative solutions that help businesses adapt, evolve, and thrive in a constantly changing world.

They leverage global expertise and local insights to help customers navigate challenges and seize new opportunities. With a focus on innovation, collaboration, and results, Digitide continues to pave the way for the future of business.

## CUSTOMER AT A GLANCE

With a legacy spanning more than five decades, the customer is a multinational luxury real estate developer headquartered in the Middle East, with a corporate office in India. Their developments and investments span the UAE, Oman, Bahrain, Brunei, and India.

Renowned for its unwavering commitment to quality and precision, every project reflects a deep attention to craftsmanship and detail, ensuring that even the smallest elements come together to create truly exceptional living environments.

With more than 3,000 professionals, the customer has successfully developed around 8 million square feet of premium real estate, shaping the skylines and communities of the regions in which it operates.



**Industry:**  
Real Estate



**Country:**  
UAE



1,500+

Request per month



70+

Automated workflows



20+

Digitalized applications

## CHALLENGES

The objective is to drive digital transformation by accelerating submittals, enhancing the user experience, ensuring customer retention, and improving tracking and transparency by replacing manual reviews and paper-based approvals with a streamlined digital workflow system. Challenges include:

- Approval processes dependent on email threads and physical documents leading to delays and rework
- No centralized visibility into request status, ownership, or approval history
- Difficulty tracking SLAs, escalations, and pending actions across teams
- Inconsistent processes across projects and departments
- Limited audit trail and high risk of missed or lost documentation
- No structured channel to submit ideas or track implementation status
- Legacy systems lacked automation, scalability, and user-friendly interfaces

## SOLUTION

To address the challenges outlined, manual and legacy processes were systematically migrated to a streamlined digital workflow system on Joget. This transformation not only reduced operational bottlenecks but also improved transparency, accountability, and efficiency across multiple business functions.

- **Project Management Consultancy Communications App:**
  - This app replaced traditional email and paper-based approvals with automated workflows, significantly reducing turnaround times and operational effort
  - It incorporated SLA tracking, automated escalations, and comprehensive report generation, including attachments, which enhanced process efficiency and provided greater transparency for both teams and management
- **Technician Idea Portal:**
  - This portal allows technicians to submit improvement ideas digitally
  - Coordinators can review, approve, and track the implementation status through automated workflows, ensuring that every idea receives proper visibility, follow-up, and measurable impact. This process replaced fragmented, manual submissions and improved overall organizational responsiveness to operational improvements
- **Work Inspection Request Workflow:**
  - This workflow enables users to upload work-related documents, complete digital checklists, and submit requests for multi-level approvals
  - By centralizing inspection processes and record-keeping, it eliminated repetitive manual work and reduced the risk of errors. Role-based access, audit logs, and end-to-end tracking were implemented across all workflows, ensuring accountability, compliance, and complete visibility

## RESULTS

- ✓ **Higher conversion and retention:** Streamlined processes and intuitive dashboards improved the customer experience, leading to a notable increase in prospect conversion and enhanced retention rates
- ✓ **Faster approvals and operational efficiency:** 70+ automated workflows and 20+ digitalized applications with clearly defined ownership reduced approval turnaround times while enabling the team to handle over 1,500 requests per month
- ✓ **Enhanced transparency and visibility:** Real-time status tracking and centralized dashboards provided management with better oversight of workloads, delays, and overall operational performance
- ✓ **User-friendly experience:** Simplified, intuitive interfaces increased adoption among internal users and facilitated smoother customer interactions
- ✓ **Reduced reliance on manual processes:** Migrating legacy requests to Joget and minimizing dependence on physical documentation cut manual follow-ups, lowered operational costs, and supported sustainability initiatives
- ✓ **Scalable and sustainable operations:** Digitization ensured processes were more efficient, cost-effective, and environmentally friendly, creating a scalable foundation for future growth