

DIGITAL HANDWRITTEN SIGNATURE ELIMINATED PAPER DOCUMENTS AND IMPROVED THE SERVICE AT CONTACT POINTS



Industrial sector: **Energy**

Customer profile:

The client provides a full service linked to the distribution and supply of electricity. Since 2003 it has been part of one of the biggest multinational energy concerns in Europe. Over 1500 employees handle a portfolio of 619 thousand points of supply and 23 670 kilometres of networks. Services are provided to 580 customers via 70 workstations at 11 contact points.

Key benefits of solution:

More efficient and faster handling of customers and increased comfort, while at the same time reducing costs. The system also increased security, and the availability and use of original paper documents.

The elimination of paper documents reduced printing costs (paper, technical equipment, toner, maintenance) and archiving (personnel costs, technical equipment, premises, services). It sped up the arrangement of clients and the eliminated administrative burden meant more time could be devoted to client. The positive responses from service staff and customers alike are proof that the right technology was employed.

INITIAL STATUS

The contact points serve thousands of clients annually, meaning the creation of various documents (contracts, change requests and so on) that the client has to sign. This meant printing out the respective documents, giving them to the client in several copies to sign, scanning and storing them in information systems and in the end, archiving all the paper versions. This process produced substantial costs for paper, materials, equipment, service, processing, operation and so on. Other negative points were the lengthy arrangement time and the fact that the staff had to go away from the client several times.

GOALS AND REQUIREMENTS

The customer therefore decided to arrange for the signing of documents in digital form without the need to print them out and at the same time preserve a comfortable form for clients to express their will – by a handwritten signature. The aim was to improve, speed up and raise the standard of customer service, while reducing costs and minimising the impacts on existing processes. To raise the level of user comfort, a request was made for equipment enabling the whole document to be displayed when signing. Security was also a crucial parameter, of course. In addition to ensuring the integrity of the signed documents and their protection against misuse, the

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customer requested also the supply of tools enabling expert appraisal of signature matches.

SOLUTION

The experiences and positive references of PosAm qualified it as key integrator of the new solution. Close co-operation with the suppliers of key technologies, the companies Xyzmo and Wacom, meant PosAm also possessed the necessary technologies.

At the moment a client signs the signature display the biometric characteristics of the signature are scanned (pressure, speed, slant, direction...). They are encrypted and together with an image of the signature and a digital mark (hash) of the actual document are entered on the signed document. The whole document is then sealed (digitally signed) by electronic signature, with the option of including time stamps. The encryption and digital signature ensure protection against misuse and changes of data. The resulting document in PDF/A format can be opened in a normal PDF document reader and its validity verified.

The client application itself on a base of Java technology requires no supporting backend servers for document creation on the client side. Integration is ensured,

however, with the external systems SAP and ECM using technology of synchronised web services HTTPS/SOAP and the standard WS-I Basic Profile v2.

RESULTS AND BENEFITS

The outcome is that the entire process at contact points of the client, including the preparation of documents, their signing, archiving and delivery to the client, now all takes place in digital form.

A unique element on a Slovak scale is the use of large signature displays. They ensure comfortable reading and interactive control of documents when reviewing and signing them. In addition to the user-friendly interface, the display offers also other communication and marketing channels on the client side (option to display static adverts or videos) and the option to include additional functions. The problem-free use of the system is confirmed also by the fact that only a few people ask also for a paper form of the document. The whole solution is also prepared for scaling to include other client activities and processes.



Cieľom spoločnosti je prinášať zákazníkom úžitok prostredníctvom unikátnych riešení s využitím informačných technológií. Spoločnosť je certifikovaná podľa ISO 9001:2000, ISO/IEC 20000-1:2005, ISO/IEC 27001:2005, OHSAS 18001:2007 a ISO 14001:2004. Je držiteľom Národnej ceny SR za kvalitu a držiteľom ocenenia „Recognized for Excellence in Europe“ Európskej nadácie pre riadenie kvality EFQM.

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