

Gain Traction with Paperless Signing

The intersection of customer satisfaction and operational efficiency

Business is accelerating to meet the expectations of digitally experienced consumers. E-signature technology delivers frictionless customer interaction, reduces cost and vastly improves efficiency and auditability.

With it, you're on a fast track to digital transformation.

Without it, digitization efforts stall.

1 All Signs Point to Continued Adoption

On the road to digitization, businesses continue to rapidly adopt paperless signing technology.

The **growth** in e-signatures in the past three years indicates... a trend that will only **grow** as more companies **digitize** their transactions.²

The **hype** around e-signature has been replaced with a solid body of knowledge around the **best** ways to apply and deploy it.³

53%
average annual growth in the use of e-signatures since 2012¹

700 MILLION
transactions are predicted to use e-signatures in 2017²

2015
\$512.5 MILLION

Global E-Signature Market on Track to Quadruple⁴

2020
\$2.02 BILLION

2 Drive Customer Satisfaction & Operational Efficiency

Your business and customers alike will enjoy a smoother journey with paperless signing.

451 Survey Respondents Say:
40%

have a number of paper-free processes in place and are looking to do more.

In the financial services industry, e-signature has dramatically **streamlined** account opening and mortgage application processes, and in the healthcare industry, it has **improved** patient satisfaction.⁵

...using digital functionality to **improve** the online, mobile and even the branch account opening process will eventually **improve** the onboarding and engagement process for new customers.⁶

451 Research Survey Respondents Say:
60%

value the ability to control and personalize their experience.⁷

How Businesses Accelerate Their Digitization Journey with Paperless Signing

This example shows why electronic signature technology should be a landmark on your roadmap to digital transformation.

Cetelem Slovakia, part of Groupe BNP Paribas, implemented Kofax SignDoc e-signature solution and realized these benefits:

- Reduced time-to-finance from three days to three hours
- Achieved 25% OPEX savings in year two
- Decreased customer onboarding time by 60%

Digitizing a business requires **eliminating paper**. A good initial project is removing any requirements for 'wet signatures' – original signatures written on paper – something **many** organizations are doing.⁸

E-signature **enables** digital transformation and underpins digitally defined business processes.⁹

E-signature transactions, enabled by simpler, more accessible, and cheaper smartphones, tablets, and touchscreen computers, are essential for digital business.¹⁰

4 Accelerate from Zero to Digital with E-Signature

Get maximum mileage from a wide range of paperless signing benefits.

Benefits include reduction of transaction costs, **faster** transaction cycles, improved business **insights** through **reporting** and **analytics**...¹²

According to Forrester, paperless signing helps **improve** data security with encryption, make processes more agile while **increasing** mobile security and **authenticate** customers without diminishing their experience.¹³

AIIM reported in its 2016 survey of digital signature practices that businesses are seeing **return on investment** rates as high as **44%** within a six-month period.¹¹

Unlike most paperless signing solutions, Kofax SignDoc:

- Embeds e-signing easily into mobile, web or desktop applications
- Supports in-person signing as both a standalone and platform-based solution
- Provides access to audit trails via industry standard tools
- Originally captures and verifies handwritten signatures using biometrics

With business in perpetual motion, you must accurately interpret the signs along the way to successfully compete. To reach your digital transformation destination, all roads lead to paperless signing.

Ready to gain traction with paperless signing? Download your copy of the eBook, *Simplify Consumer Lending with Paperless Signing*.

For more information, visit www.kofax.com/electronic-signature

KOFAX



1 Paper-Free – Are We There Yet? – AIIM Industry Watch, 2016
2 Brief: E-Signature Transactions Topped 210 Million In 2014 – Forrester, 2015
3 Hype Cycle for Procurement and Sourcing Solutions – Gartner, 2016
4 Digital Signature Market Global Forecast to 2020, MarketsandMarkets, 2016
5 S&R Pros Must Play An Outsized Role In Selecting And Implementing E-Signature – Forrester, 2015
6 Digital Account Opening-Digital Banking Report – DBR Media, 2015
7 Customer Experience-A Catalyst for Digital Transformation –451 Research, 2016
8 Brief: E-Signature Transactions Topped 210 Million In 2014 – Forrester, 2015
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10 Vendor Landscape: E-Signature, Q4 2016 – Forrester, 2016
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