

SUCCESS STORY



ELECTRONIC SIGNATURE PADS FURTHER EFFICIENCY AND SECURITY IN CANADIAN CREDIT UNION

Coastal Community Credit Union (CCCU) in Canada is the largest Vancouver Island-based financial services organization operating a network of 24 credit union locations and 16 insurance offices. The credit union has implemented a state-of-the-art digital signature solution from Evolis that will allow members to electronically sign documentation both remotely and locally.

The challenge CCCU had to address was to reduce paper footprint and optimize the management of signed documents while still allowing their traditional older clientele to feel comfortable with a digital signature. Coastal Community Credit Union chose Evolis as their electronic solution provider based on a recommendation from IT service provider Concise Systems Corporation. For Matthew Bastarache, Developer Analyst at CCCU, it was imperative to implement a solution that would integrate with CCCU's existing banking system software as well as its financial technologies. Other factors included improving customer service as well as reducing the cost of per-transaction fees.

The Evolis solution incorporates one hundred and seventy-five Sig200 signature pads throughout all bank branches and utilizes signoSign/2 software. The Sig200 is a signature pad with a large signature surface and a color screen which is ideal for optimizing the signature process on a counter or desk. SignoSign/2 software offers a variety of features to digitally and automatically process and sign documents. When implemented together they are able to capture signatures on financial documents in-branch while also automating the flow and archiving.

INCORPORATING NEW TECHNOLOGY

Coastal Community Credit Union has a significant percentage of older members, including some who would find this technology intimidating. The combination of Sig200 stationary signature pads along with Dell 2-in-1 laptops has provided the right mix of technology to meet member and organizational needs.

As the credit union continues to roll out digital documentation and signatures across their locations, installing signature pads at branches that still utilize traditional teller wickets has shown users that the member impact is minimal and that privacy is still maintained.

- **CHALLENGE**
Implement a secure digital signing solution for remote and local use
- **MARKET**
Banking
- **APPLICATION**
ID signatures
- **EVOLIS SOLUTION**
Sig200, signoSign/2 software
- **CLIENT**
COASTAL COMMUNITY CREDIT UNION



"We are very satisfied with the combination of the signature pads and the software. There's a great deal of customization that allow us to brand, automate, and report errors efficiently and cost-effectively."

Matthew Bastarache,
Developer Analyst at CCCU



TESTIMONIAL

MATTHEW BASTARACHE, DEVELOPER ANALYST AT CCCU

ARE YOU SATISFIED WITH THE SOLUTION IMPLEMENTED?

We are very satisfied with the combination of the Sig200 signature pads and the signoSign/2 software.

WHAT ADVANTAGES HAVE YOU NOTICED?

There's a great deal of customization in both the hardware and software that allow us to brand, automate, and report errors efficiently and cost-effectively. The ability to acquire the hardware in the time that we have has also been critical to a successful roll-out of this solution.

TECHNOLOGY



Evolis signature pads guarantee the security and confidentiality of the captured signatures in the following ways:

- High-resolution digitalization for a faithful reproduction of the handwritten signature;
- Recording of biometric data preventing any attempts at identity theft by a third party;
- AES: the encrypting of the signature within the tablet itself and the transfer of data between the tablet and the computer is also entirely secured through encoding;
- RSA: with this algorithm, the signature is encrypted in a highly secured way, to protect the data during the transfer in all remote connections.

SignoSign/2 software allows the user to instantly and securely create and sign a PDF as well as:

- Convert your documents to PDF format and sign them with a pad
- Create document templates to automate the process of validation by signature
- Choose the destination of the signed documents: e-mail delivery, automated archive, etc.

After signing, you can save the document anywhere, in your document management system (DMS) or your electronic archive.

The Sig200 is a powerful signature pad with ergonomic signing, a large 65,000 color LCD display and programmable memory allowing to display messages or advertisements to customers.