

BetrSign x A1

Leading private telecommunications provider achieved entirely paperless business.



Industry: Telecommunications
Process: Handwritten electronic signature at Point of Sale, Remote Sign
Solutions: BetrSign® e-signing service, eKeeper® archiving solution
Devices: WACOM STU sign pads, Android tablets, PCs



Challenges

- High costs for paper document handling
- Errors and high document loss probability
- Cost-intensive paper archive
- Gain more time for customer sales process



Goals Achieved

- Fully paperless business
- Significant cost reduction
- Error minimization
- Faster processes execution
- No document lost
- Increased customer focus



Objective: A1 Slovenia, one of the trendsetters in the telecommunications industry, made a strategic decision to be one of the first to implement a paperless business. The motivation for this important move was to optimize business operations and strengthen its market position. Implementing SETCCE DTM solutions, A1 Slovenia now has frictionless and cost-effective business processes. This translates to over 20 tons of saved paper per year, optimized and sped up processes and gained customers' satisfaction.

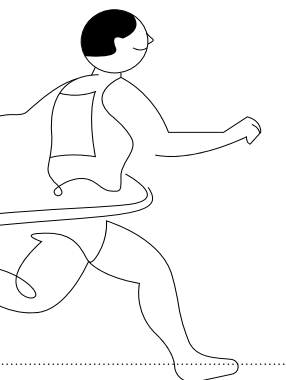
Solution:

Implementing electronic signing

One of the cornerstone solutions selected by A1 Slovenia for paperless business strategy implementation was the BetrSign® platform. Following the successful example of the mother company (Telekom Austria), A1 decided to introduce electronic contract signing for all branch offices. For this purpose, a combination of the SETCCE BetrSign® solution and WACOM STU devices was implemented and integrated with A1 Slovenia's MAX CRM solution, where all subscriber documentation (contracts, annexes) is created. Digitally created and electronically signed using signature pads in A1 Slovenia shops are immediately delivered to Trusted Electronic Archive solution (provided by SETCCE) and preserved for a legally required time. All electronic subscriber documentation is available through the CRM system (and other business information systems) for customer support purposes.

At the next step, following the implementation of the e-signature solution at POS (Point of Sale), the BetrSign® solution was integrated with WINCASH and communications devices (e.g., mobile phones) repair service. The BetrSign® solution was later extended to support Door-to-Door operations for delivering subscription documents and devices directly to subscribers' home addresses. The logistic personnel uses dedicated Tablet PCs to obtain e-signatures for A1 Customers upon delivery of (digital) contracts and communication devices.

For the final stage, A1 Slovenia opted for BetrSign Remote Sign service to offer remote electronic signing of subscription documents for its customers from anywhere and anytime using only a smartphone, tablet PC, or laptop. Two-factor authentication for BetrSign e-sign Portal delivers the highest security standard for digital contract signing using only a standard web browser.



Next steps

- Implementing a digital-first strategy using sales digital channels in an end-to-end fashion
- Digital customer onboarding using novel customer identification technologies through digital channels (VideoID)
- Complete migration to cloud-based services and business models for e-signing and trusted e-archiving

A1 Slovenia follows the vision of creating a unique experience in the digital world for our customers. Part of this unique experience is paperless contract signing at our shops and remotely through digital channels. Using the SETCCE BetrSign® platform A1 Slovenia has set up an advanced e-signing system supporting a frictionless business with our subscribers.

Dejan Turk, CEO



About A1 Slovenia

A1 Slovenia is the leading private provider of integrated communication services in Slovenia. A1 Slovenia is a part of Telekom Austria Group with more than 24 million users in 8 countries and more than 17.500 employees. The Group is the European unit of América Móvil, the third largest provider of wireless services in the world.

BetrSign

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