

Case Study

Client signatures *Securely digitized*

WACOM® for Business

Immediate banking signature digitization
for efficient workflows.



Sparkasse Rastatt-Gernsbach Savings Bank

At a Glance

INDUSTRY

- Finance: Regional savings bank
- Strong reputation for innovation within the Baden-Württemberg Sparkassen Group of savings banks.
- Based to the south of Karlsruhe, Germany on the northern edge of the Black Forest, with 24 branches across the region.

WORKFLOW

- Numerous manual, paper-based processes for client documents

CHALLENGES

- Inefficient paper-based document management workflows
- Expensive and inconvenient storage of paper documents
- Staff tied up with labor-intensive administration

SOLUTION

- Wacom LCD signature pads
- SignDoc software from Softpro.

OUTCOME

- Significant acceleration of document administration
- Elimination of paper management and storage costs
- Automatically compliant capture and storage of biometrically accurate client signatures
- Immediate digital archiving of client documents
- Real-time availability of any electronic client document
- Staff freed up to focus on than value-oriented client consultations

"As a forerunner in the field of electronic signatures, the Sparkasse Rastatt-Gernsbach savings bank has dealt extensively with a wide range of hardware solutions. We now use only the LCD signature tablets from Wacom and our clients are very happy about the large screen, the ergonomic design and the ultra-sharp display of their signatures. We appreciate in particular the robustness and longevity of the devices."

Marc Bourdos, Project Manager at Sparkasse

More human *More digital*

The Sparkasse Rastatt-Gernsbach savings bank, with total assets of approximately 1.6 million euros, has 24 branches in the area south of Karlsruhe in Germany, on the northern edge of the Black Forest. The bank sees itself as one of the most innovative institutions in the Baden-Württemberg Sparkassen Group of savings banks.

Challenge

Although one of the bank's major client centers is located in the paper-town of Gernsbach, the bank had the aim of processing as many documents as possible electronically. The goal was to optimize the administration of the documents, as well as to reduce the amount of paper being used in the branches. The integration of digital signatures has been implemented in order to be able to pursue this strategy with regard to documents signed by clients as well.

Solution

The bank selected Wacom LCD signature tablets and SignDoc software from Softpro to form a solution for digitally processing numerous client document workflows.

Implementation

The documents now being created, signed and processed electronically include those for the opening, changing and deletion of liability accounts, various types of contract and consultation reports relating to the German Securities Trading Act. Even access details for safety deposit boxes are now documented in this way. Signatures are entered directly on the Wacom signature pad and thus digitized immediately. The individual biometric characteristics of customer signatures, such as the pen pressure being applied and the writing speed, are also recorded.



Outcome

The digital document management solution, powered by Wacom technology, allows the bank's staff to focus more on the actual consulting aspects of their work, as they must no longer complete various paper-based administrative tasks manually. The bank has also reduced its costs, as there are no more paper forms to be scanned, indexed and archived. The search for specific business transactions has also been significantly accelerated, as all the documents are available electronically in real-time. Finally, the capture of biometrically accurate signatures has enabled the bank to enhance its document and process security.



Japan (HQ)

For more information please contact:
Wacom Co., Ltd. · Sumitomo Fudosan Shinjuku Grand Tower 31F, 35F,
8-17-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 160-6131, Japan
forbusiness@wacom.co.jp



Americas

For more information please contact / Pour de plus amples informations, veuillez contactez /
Para obtener información adicional, póngase en contacto con:
Wacom Technology Corporation · 1455 NW Irving Street, Suite 800 | Portland, OR 97209 USA
esign@wacom.com



Europe, Middle East and Africa

For more information please contact / Pour de plus amples informations, veuillez contactez /
Para obtener información adicional, póngase en contacto con:
Wacom Europe GmbH · Völklinger Straße 1, 40219 Düsseldorf, Germany
solutions@wacom.eu

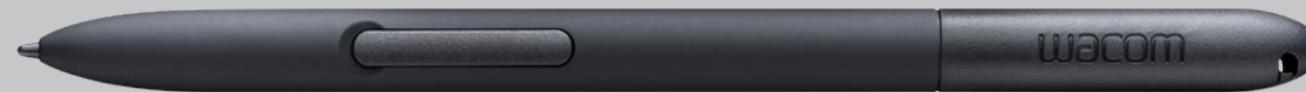


Australia

For more information please contact:
Wacom Australia Pty. Ltd. · Ground floor, Building 1, 3 Richardson Place, North Ryde, NSW, 2113, Australia
forbusiness.ap@wacom.com

WACOM® for Business

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China

For more information please contact:
Wacom China Corporation · 518, West Wing Office, China World Trade Center, No. 1 Jianguomenwai Avenue,
Chaoyang District, Beijing 100004, China
forbusiness.china@wacom.com

Korea

For more information please contact:
Wacom Korea Co., Ltd. · Rm #1211, 12F, KGIT Sangam Center, 402 Worldcup Bukro, Mapo-gu, Seoul 03925, Korea
forbusiness.ap@wacom.com

Singapore

For more information please contact:
Wacom Singapore Pte. Ltd. · 5 Temasek Boulevard, #12-09, Suntec Tower Five, Singapore 038985
forbusiness.ap@wacom.com

India

For more information please contact:
Wacom India Pvt. Ltd. · 426, Tower B, DLF Building Jasola District Centre, Mathura Road, New Delhi 110025 India
forbusiness.ap@wacom.com

Hong Kong

For more information please contact:
Wacom Hong Kong Ltd. · Unit 1610, 16/F, Exchange Tower, 33 Wang Chiu Road Kowloon Bay, Hong Kong
forbusiness.ap@wacom.com

business.wacom.com

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