

Case Study

Vehicle registration

Securely digitized

Dramatic streamlining of the vehicle registration process via a paperless workflow.



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Hildesheim Vehicle Registration Center *At a Glance*

INDUSTRY

- Public Sector: Vehicle registration center
- Local government office for the registration of private vehicles
- Processing of 3,750 vehicle registration applications per month

WORKFLOW

- Vehicle registration application forms

CHALLENGES

- Inefficient digitalization of paper-based applications
- Expensive manual processing
- Stringent regulatory requirements for secure document disposal

SOLUTION

- Wacom DTU-1141 LCD signature pads for electronic signature capture
- Easy integration with specialist vehicle registration processing software (IKOL-KFZ)

OUTCOME

- Easy viewing and convenient electronic signing of digital documents on the signature pad with no scrolling required
- Fast, familiar and comfortable user experience
- Streamlining of the application processing workflow from six steps to three

More human *More digital*

The Hildesheim Vehicle Registration Center is a busy local government office that processes thousands of vehicle registration applications each month. Already committed to digitalization, the organization's IT department is always looking for new ways of achieving greater time and cost-efficiency, and reducing the use of paper in its processes.

Challenge

In 2018, the process of digitizing around 3,750 paper-based vehicle registration forms was proving too time and cost intensive. The paper application form had to be created, printed, signed, scanned, and destroyed, while the electronic version also had to be properly filed. These six process steps were completed manually, and the volume of paper being produced and then thrown away was in direct contradiction to the organization's drive towards a paperless office environment. An alternative digital solution that would integrate easily with the department's specialist vehicle registration processing software was urgently needed.

Solution

Twenty-two workstations were equipped with Wacom DTU-1141 Signature Pads, each with a 10.6" display that enables forms to be displayed in their entirety in A5 format.

Implementation

Wacom implementation partner Telecomputer worked with the Hildesheim Vehicle Registration Center to alter the size of their application form so that it could be displayed 1:1 on the signature pad. This allows citizens to see the complete document without having to scroll up and down on the screen. Once the form is called up on the clerk's computer, it is displayed in real time on the Wacom signature pad, can be signed immediately, and is then processed and archived at the touch of a button. Importantly from a data security and privacy perspective, no data is stored on the Wacom device.

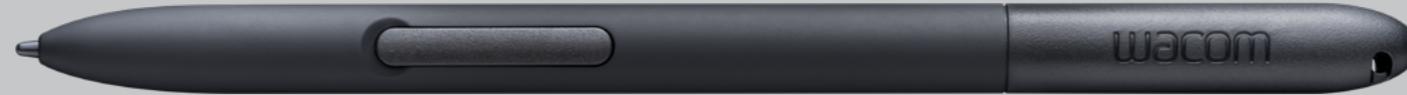


Outcome

Thanks to the replacement of the paper form with a purely digital version, the processing of vehicle registration applications was immediately accelerated, primarily due to the elimination of paper printing, scanning and secure disposal. Not only has this released employee resources to focus on other tasks, it has also reduced costs all the way along the workflow.

In other words, the vehicle registration process in Hildesheim is now as it should be in a paperless office: completely digital.

More human



More digital



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