

## Case Study

# Vehicle registration *Securely digitized*

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



WACOM® for Business

# 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.



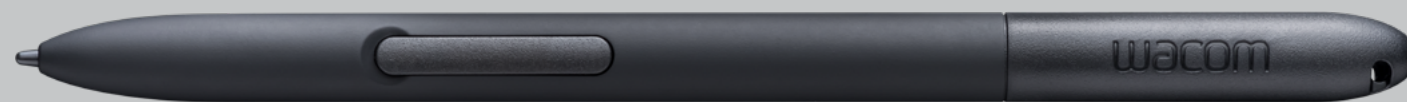
## Outcome

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



## 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  
vm-info@wacom.co.jp · 03-5337-6706



## Americas

For more information please contact / Pour de plus amples informations,  
veuillez contactez / Para obtener información adicional, póngase en contacto  
con: Wacom Technology Corporation · 12121 NE 99th Street, Suite 2140,  
Vancouver, WA 98682 USA  
esign@wacom.com · 1-503-525-3100



## 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 · Zollhof 11-15, 40221 Düsseldorf, Germany  
solutions@wacom.eu · +49 211 385 48 0



## China (Mainland)

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  
WW@wacom.com · 400-810-5460

## Hong Kong

For more information please contact:

Wacom Hong Kong Ltd. · Office 107G, 17/F, Tower I, Grand Century Place,  
193 Prince Edward Road West, Mong Kok, Hong Kong, China  
e-signature@wacom.com · +852 2573 9322



## Australia

For more information please contact:

Wacom Australia Pty. Ltd. · Suite 543, Level 5, 7 Eden Park Drive  
Macquarie Park, NSW 2113  
Contactapbs@Wacom.com · +61 2 9422 6730

## Korea

For more information please contact:

Wacom Korea Co., Ltd. · Rm #1211, 12F, KGIT Sangam Center, 402 Worldcup  
Bukro, Mapo-gu, Seoul 03925, Korea  
Contactapbs@Wacom.com · 080-800-1231

## Singapore

For more information please contact:

Wacom Singapore Pte. Ltd. · 5 Temasek Boulevard, #12-09, Suntec Tower Five,  
Singapore 038985, Contactapbs@Wacom.com · (503) 525-3100

## India

For more information please contact:

Wacom India Pvt. Ltd. · 426, Tower B, DLF Building Jasola District Centre,  
Mathura Road, New Delhi 110025 India, Contactapbs@Wacom.com  
Customer Support: 000-800-100-4159, +91-11-47239412

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