

PAPERLESS TRANSFORMATION - eSIGNATURE

Capco solutions - bringing value to the industry



CAPCO

The increased adoption of digital utilities, such as e-signature, allows financial institutions to enhance the customer experience, optimize and expedite processes, all while realizing significant cost savings.

WHAT ARE THE FORCES SHAPING THE FINANCIAL SERVICES INDUSTRY?

Financial institutions are facing increasing demand from customers to seamlessly and effortlessly meet their needs, and do so in “real time”.

They are also faced with a rapidly evolving regulatory environment that requires them to be agile and adaptable. In addition, there is increased scrutiny to facilitate secure and authenticated transactions.

Core legacy banking applications often hinder operational efficiencies, resulting in manual processes.

At their crux, financial institutions are faced with realizing cost savings in tandem with increasing market share and continuous growth.

HOW HAS THE INDUSTRY RESPONDED?

Financial institutions are seeking to implement electronic signature solutions and capabilities that will drive efficiency and reduce risk across all lines of business and functional groups.

They are seeking solutions that will enhance their limited core legacy application back-end capabilities, ultimately enhancing the customer experience.

Financial institutions are at a crucial turning point where they must adopt simple and secure technological solutions in order to align with their customer’s centric point of view.

WHY ARE FINANCIAL INSTITUTIONS ADOPTING E-SIGNATURE FUNCTIONALITY?

Financial institutions are turning to e-signature in order to:

- Reduce manual processes, minimize risk and eliminate associated cost related to printing, signing, mailing and storing physical documents
- Accelerate cycle time for sales and service activities
- Reduce delays in sales processes in order to avoid loss of business
- Enhance multi-channel capabilities and make it more convenient for customers regardless of their point of interaction
- Securely store, retain and access documents as per regulatory and compliance requirements

WHY CAPCO?

Capco is a global leader in the financial services industry, providing financial institutions with the expertise and familiarity with industry leading business strategies, capabilities, and solutions.

Capco's professionals have extensive knowledge and experience within the financial services industry; their domain knowledge, paired with large scale paperless transformation experience, can be leveraged to drive and execute change across financial institutions.

Capco has a proven track record of implementing e-signature solutions, utilizing proprietary methodology and frameworks to help accelerate project delivery and benefits realization.

ARE YOUR PAPER-DRIVEN PROCESSES IN NEED OF TRANSFORMATION?

SITUATION

- The client was seeking to implement e-signature within its retail branch footprint in order to further reduce its reliance on paper and create a more evolved customer experience
- The client needed assistance with the refinement of their e-signature strategy, assessment of software vendors, requirements and business case

APPROACH

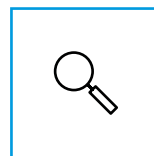
- Developed an approach and execution roadmap for the implementation of e-signature and electronic document delivery within the client's retail branch footprint
- Collaboratively developed target-state processes, and helped implement target state, working with both technology and business resources
- Established a business case framework to identify applicable cost and benefit drivers
- Utilized pre-built accelerators and industry experience to develop a shortlist of e-signature software vendors
- Provided guidance on the utilization of tablets within the retail branch setting to facilitate the e-signature signing ceremony and creation of a more evolved customer experience
- Utilized leading best practices in the review and refinement of existing project artifacts

RESULTS

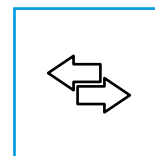
- Accelerated the client's understanding of the use of e-signature and electronic document delivery technology within a retail branch setting
- Aligned the client's technology infrastructure and processing capabilities with e-signature in order to minimize implementation costs
- Developed a comprehensive e-signature software vendors analysis and delivered recommendations that aligned with the bank's strategic direction and overall architecture
- Provided industry perspective and leading best practice in the refinement of the client's e-signature strategy and business case
- Assisted the client with the development of the supporting business case and executive level communication supporting the request for funding

CAPCO'S APPROACH

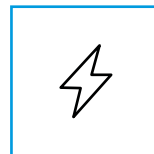
Capco's approach helps financial institutions implement e-signature seamlessly and efficiently utilizing methodology and frameworks tailored to the needs of the institution and its customers.



Business Case Model



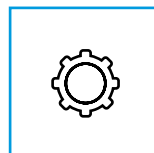
Execution Roadmap



Vendor Selection Accelerators



Funding Request



TOM Design and Implementation



MORE INFO

Lane Martin

Partner
+1 404 309 3193
lane.martin@capco.com

Adrian Ungureanu

Managing Principal
+1 678 357 8998
adrian.ungureanu@capco.com

Tony Tummillo

Principal Consultant
+1 773 619 0302
anthony.tummillo@capco.com

ABOUT CAPCO

Capco, an FIS™ company, is a global management consultancy with a focus in financial services including banking and payments, capital markets, and wealth and asset management, plus a dedicated energy division. We combine innovative thinking with unrivalled industry knowledge to deliver business consulting, digital, technology and transformational services. Our collaborative and efficient approach helps clients reduce costs, manage risk and regulatory change while increasing revenues.

To learn more, visit our web site at www.capco.com or follow us on Twitter @Capco

WORLDWIDE OFFICES

Bangalore - Bratislava - Brussels - Chicago - Dallas - Dusseldorf - Edinburgh - Frankfurt - Geneva - Hong Kong - Houston - Kuala Lumpur - London - New York - Orlando - Paris - Singapore - Toronto - Vienna - Washington,DC - Zurich