

Case Study

Customer workflows

Efficiently digitized

End-to-end digitization
of banking customer documentation.

ABANKA



WACOM® for Business

Abanka d.d. *At a Glance*

INDUSTRY

- Finance: Slovenia's second largest commercial bank
- Renowned as technologically progressive and innovative
- Operates 60 branches across Slovenia, as well as the second largest network of cash machines in the country.

WORKFLOW

- Customer facing workflows requiring in-person signatures

CHALLENGES

- Inefficient paper-based document workflows
- Need to innovate to maintain and enhance competitive advantage
- High-effort and expensive compliance fulfillment

SOLUTION

- Wacom LCD pen displays
- ePero® eSignature software from Setcce d.o.o.

OUTCOME

- Acceleration of document administration
- Enhanced customer service with additional content and advertising integrated into the electronic signing experience
- Significantly reduced paper management and storage costs
- Secure, compliant storage of signed electronic documents
- Retention of natural salesperson-to-customer interaction

"This solution for the electronic signing of documentation has been extremely well received by users, who are above all satisfied with the optimization of document-related tasks and the quick access to all their documentation in the e-archive. It's important for clients to be able to familiarize themselves with the whole contract prior to signing and for certain parts of the contract to be individually shown or highlighted."

Mrs Damjanovičeva, Executive Director, Retail Banking and Micro-enterprises Division, Abanka

More human *More digital*

Abanka d.d. is the second largest bank in Slovenia with 60 branches across the country. It also operates the second largest network of cash machines in Slovenia. The bank is renowned as technologically progressive and innovative, continuously developing new products and processes to provide the highest possible levels of customer service.

Challenge

Abanka wanted to introduce electronic signing and management of customer documents across its branch network to accelerate and increase the efficiency of its processes, and improve the customer experience. Solution

Solution

Abanka deployed Wacom pen displays integrated with the ePero® eSignature solution from Wacom partner Setcce. The solution enables customer documents to be signed and transmitted electronically to a secure and legislation-compliant electronic document archive.

Implementation

Abanka implemented the solution in stages, starting with electronic signatures for the most frequently used documents within common customer workflows.



Outcome

Wacom pen displays allow Abanka customers to view the entirety of the documents to be signed in a user-friendly format. This is exceptionally important for the bank and the customer experience, as it enables sales specialists to highlight particularly important areas within documents interactively during client discussions. Moreover, when not in signature mode, the Wacom pen display can be used to deliver additional graphical or video content and advertising to customers, and enable browsing of the bank's website or the completion of feedback forms.

By implementing the solution, Abanka has significantly decreased its paper management costs. No longer needing to manage paper documents has also eased the administrative burden on bank employees, and improved the interaction between them and their customers. In addition, Abanka has optimized its postal distribution, printing, scanning and document archiving costs, thanks to document digitization. Finally, the solution has also enabled abanka to meet its compliance requirements more easily and efficiently, by storing them securely via a dedicated electronic archive.



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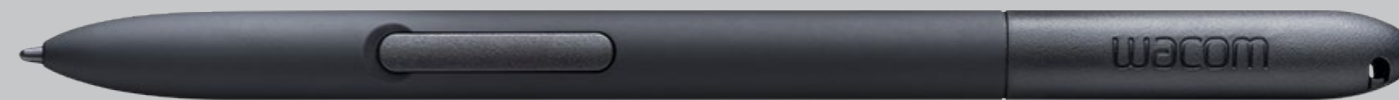
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