



Wolters Kluwer E-sign Case Study Medium Enterprise Bank

Introduction

This case study is based on an August 2017 survey of Wolters Kluwer E-sign customers by a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Company Profile

Company Size:
Medium Enterprise

Industry:
Banking

Challenges

The financial institution experienced the following challenges prior to using Wolters Kluwer E-sign:

- Processing delays due to inefficient processes
- Missing signatures on documents
- Reputational risk due to customers having to come back to sign paperwork which was missed at an earlier visit

“Since using Wolters Kluwer E-sign, we are less worried about our documentation being out of compliance.”

“Prior to Wolters Kluwer E-sign, our bank did not have a good solution for secure doc exchange and E-sign capabilities. The product has been well received and well used since we’ve implemented it.”

Use Case

The financial institution utilizes Wolters Kluwer E-Sign for:

- Processing commercial loans
- Securing document exchange with customers
- Integrating with existing Wolters Kluwer solution

Reasons for choosing Wolters Kluwer E-Sign:

- Build being specific for the banking industry
- Data encryption
- Audit trail
- Integration with an existing solution.

End Result

Saves the following amount of time in each of the corresponding areas as a result of using Wolters Kluwer E-sign:

- Signing documents electronically: 10-19 hours per month
- Electronic document exchanges: 20-39 hours per month
- Auto doc archiving: 10-19 hours per month

This bank strongly agrees that their current clients view the digital and mobile experience as an increasingly important component of their experience with them.

This bank agrees that using an e-signature solution is no longer an option, it’s now expected in the banking industry.

About Wolters Kluwer E-sign

Wolters Kluwer E-sign is an electronic signature solution built with the banking industry in mind. The solution meets the client’s where they are whether it be online, in their office, or in their own home.

Learn More:

[Wolters Kluwer](#)

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