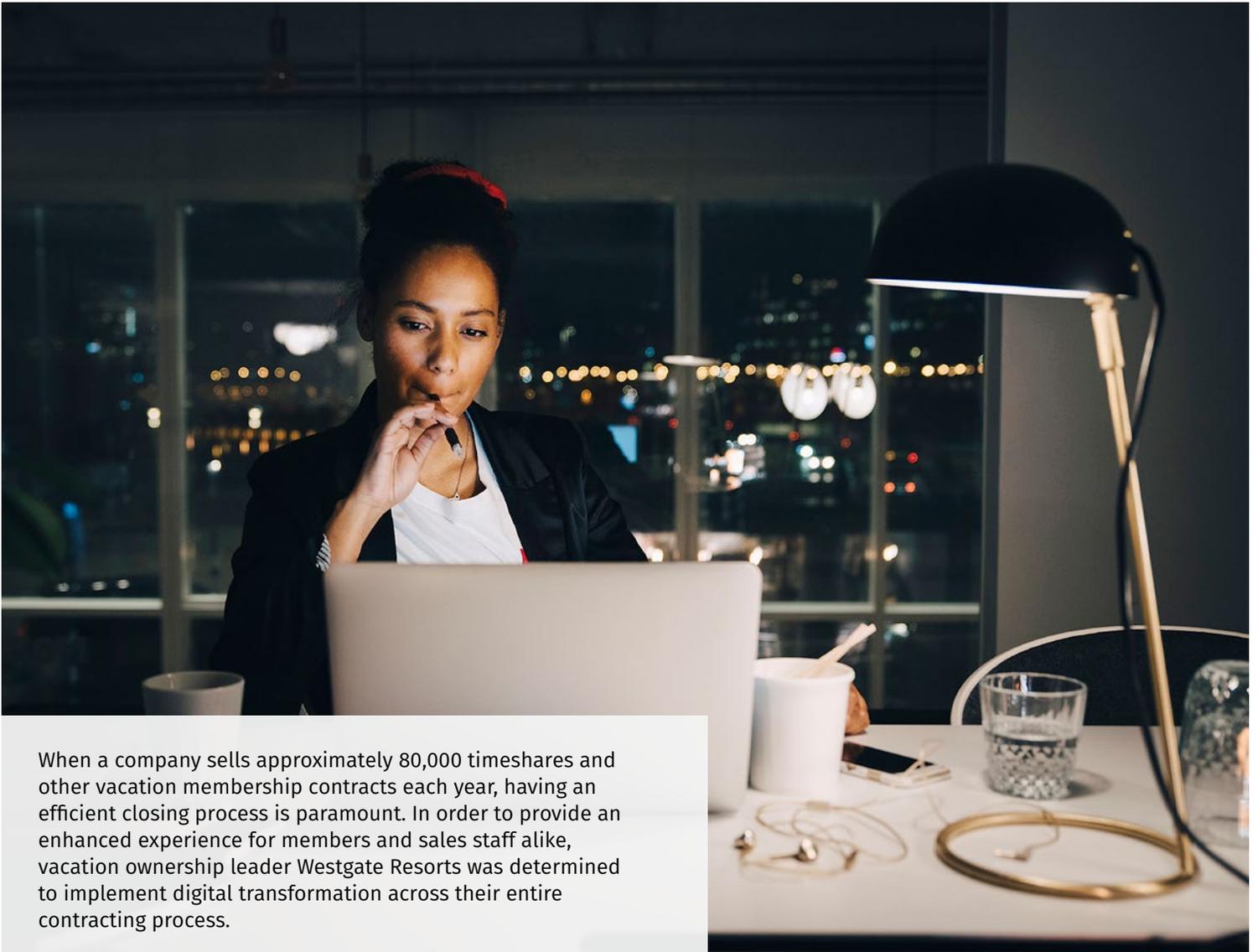




---

## Case Study

Westgate Resorts paves the way for digital transformation of vacation ownership



When a company sells approximately 80,000 timeshares and other vacation membership contracts each year, having an efficient closing process is paramount. In order to provide an enhanced experience for members and sales staff alike, vacation ownership leader Westgate Resorts was determined to implement digital transformation across their entire contracting process.

## Who is Westgate?

Westgate Resorts is one of the largest privately-owned timeshare companies in the world, and one of the largest resort developers in the United States. Westgate features 28 themed destination resorts with over 13,500 luxury villas and hotel rooms in premier locations in Florida, Nevada, Tennessee, South Carolina, Arizona, Missouri, Mississippi, and Virginia.



**WESTGATE RESORTS**



---

## Why did they choose eOriginal®?

---

Westgate's directive was to enhance their sales process to provide better, faster, and more pleasant experiences for their members and sales staff, while also reducing time spent in the sales and closing rooms. For this, Westgate knew it had to go beyond eSignature and capture the full value of digital lending transformation and management.

As the creation, management, and transfer of contracts are key business processes in the vacation ownership industry, it was essential to find a legally binding solution that provided a complete audit trail throughout the lifecycle of contracts.

---

## The eOriginal advantage

---

eOriginal and their partners, DocuSign and Informa, enabled an end-to-end digital transformation of Westgate's entire contracting process. The solution eliminates third-party transaction fees and provides continuous integration with county records offices to accelerate deal closings. Integration with DocuSign Connect adds advanced electronic signing and sharing functionality and, thanks to Informa, the digital process complies with state notary and management requirements.

In addition, the integrated solution provides an in-depth profile of the document's history from inception. Westgate manages risk through eOriginal's eAsset® Management platform with a secure path to manage "digital original" documents throughout their lifecycle, ensuring the ability to pledge, sell, and securitize eAssets.

# The results

Going digital allowed Westgate Resorts to attain their goals. Among their most immediate achievements, Westgate:

*“We are confident that the implementation of digital transaction management will not only accelerate and control our business processes, but also increase our profitability and financial backings for the future.”*

**John Willman**  
Treasurer and Vice President of  
Mortgage Services, Westgate Resorts



Eliminated the need to buy, print, ship, and store 1.8 million sheets of paper per year, **saving more than \$680,000 per year** in paper-related costs.



Expedited time to close, resulting in more deals realized and **higher revenues from increased sales**.



Connected with lenders and their custodian to their first **digital securitization** in 2016, and has since executed two subsequent digital securitizations.

## About Wolters Kluwer Governance, Risk & Compliance

Wolters Kluwer (EURONEXT: WKL) is a global leader in information, software, and services for professionals in healthcare, tax and accounting, financial and corporate compliance, legal and regulatory, and corporate performance and ESG. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with specialized technology and services.

Wolters Kluwer reported 2022 annual revenues of €5.5 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 20,000 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

©2023 Wolters Kluwer Financial Services, Inc. All Rights Reserved.

For more information, visit  
[www.wolterskluwer.com](http://www.wolterskluwer.com), follow us  
on **LinkedIn, Twitter, Facebook, and YouTube**.