



IMPLEMENTATION OF E-SIGNATURE SERVICES

Capgemini helps an insurance company in Honk Kong to configure e-sign

CHALLENGES

The insurance company was looking for opportunities to implement a digital platform that enabled agents to sell policies. They wanted to digitize their agency operations to do way with the paper-based processes completely. As part of this process, they also wanted to implement E-Signature solution throughout the workflows which enabled on the fly customer acquisition for all of their agents.

SOLUTION

Capgemini developed an orchestration layer around the Adobe Sign platform to pick up all the required documents that must be signed by the customers. All the documents were dropped in shared location which in turn was triggered using an intermediate messenger platform. The orchestration layer was responsible for monitoring the intermediate platform whenever a request for E-sign arrived from the end-users. Once the signing process was completed, the service layer would download the document and achieve the same for future reference in the ECM platform. Few additional microservices were also enabled to initiate, track and generate reports on the exact status of the sign-in process for each of the users.

IMPACT

COMPLETE ROLL OUT IN 12 WEEKS

ENABLED DIGITAL CHANNEL FOR AGENTS

HIGH DEGREE OF COMPLIANCE

ROBUST TRACKING AND REPORTING CAPABILITY

SINGLE GOVERNANCE AND ACCOUNTABILITY

LOWER IMPLEMENTATION COST

FOCUS AREA

- Lack of centralized tracking
- Heavy paper-based process
- Lack of digital channels
- Complex communication systems
- Increased time to market

ADOBE SOLUTIONS

- Adobe Sign

About Capgemini

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