



SIGNificant Electronic Signatures Used in all A1 Shops

Highlights

Client: A1 mobilkom austria – Austria's largest mobile phone provider

Product: SIGNificant POS™

Distributor: xyzmo Software GmbH

About A1 mobilkom austria

More than 3.8 million customers make their calls with A1. Approximately 40 percent of all Austrian mobile phone users trust the market leader in mobile communications. mobilkom's large market shares in attractive customer-segments offer great potential for mobile data services. The world's first GPRS network and the first nation-wide UMTS network in Europe, show that mobilkom austria is well prepared for the future of mobile communication.

The Challenge

Developments in all areas tend towards optimizing processes and replacing what used to be paper-based processes with fully electronic ones. Constituting a mobile phone contract in a mobile phone shop involves lengthy paper-based processes. Once a sale was closed and the contract form has been completed, two copies of the contract are printed out and the customer signs a paper copy of the contract. At regular intervals, all the relevant documents (contract, photocopy of ID card etc.) are sent to head office. There they are sorted, scanned, indexed and stored electronically in the archive. mobilkom austria was looking for a way to improve these procedures by implementing a fully electronic process.

"The processes in the A1 SHOPS will now be faster and more efficient due to the digital signature. The system has been tested in selected retail outlets for weeks. Customer acceptance and feedback are extremely positive. Waiting periods shorten significantly. Thus, customer consultation and service have improved."

Dr. Hannes Ametsreiter, director of Marketing, Sales and Customer Services at mobilkom austria.

The Solution

SIGNificant permanently links the contract with the customer's handwritten electronic signature, ruling out the possibility of subsequent tampering. The electronic original contract and all attachments are stored in the central archive immediately after being signed.

Fully electronic processes are supplanting paper-based business processes and thus contribute to huge time and cost savings.

SIGNificant embeds the personal signature directly into electronic documents so there is no need for a paper copy. The trusted process of personal signatures is retained and the signature is added to the required electronic document in a way that prevents falsification. Biometric data such as the speed of writing, pressure and rhythm are recorded and allow the signature to be verified in case of a future dispute.



Signing with SIGNificant in an A1 Shop

About WonderNet

WonderNet Ltd. is the leading provider of electronic signature solutions, allowing organizations to securely capture the handwritten signature on electronic formats. Our uniquely developed solution-suites facilitate document signing processes and allow managing end-to-end automated business processes. WonderNet's Penflow™ technology secures the handwritten signature both digitally and biometrically, enabling authentication of the signer and content. The SIGNificant™ technology enables managing online e-signatures and eases distant signing processes.

The company's products have been successfully implemented in some of the large and most prominent financial; governmental; healthcare; military; enterprises and retail organizations around the world.

For more information visit www.penflow.com

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