



## Case Study

# Learn how a Government customer uses ZorroSign Digital Transaction Management solution to improve its operations

### Company Profile

**Industry:** Government

**Staff:** 60,000+/-

**Doc Sets Used:** 300,000+

### Key Drivers

**Strategy:** Save cost and time while eliminating errors

**Goals:** Stop permit processing delays and optimize resources

**Focus:** End-to-end electronic management of permit process

### Solution Components

- 100% digital
- Encrypted token and e-Signature on every document
- Ability to use fingerprint to sign documents digitally
- Integrate with tablet readers that verify and authenticate
- Document Management System

### Business Overview

Our subject for this case study is a large Government Municipality that is an emerging leader in economics, architecture, energy and adopting new technology that reinforce their commitment to operating in an environmentally conscious manner.

### Challenges

The Municipality needed an e-Signature solution to securely review, approve, archive and retrieve engineering drawings (DWFs) and issue construction project permits electronically. Security and privacy when managing building permit related documents was a primary concern of this government customer. The Municipality must make certain that its processes are current while never compromising data; always ensuring compliance with government guidelines, all while eliminating errors.

For this customer, staying competitive is not enough, they strive to lead with innovation and include new technology and processes in their strategic growth plan. This government aims to increase its offerings to its constituents, reduce cost, eliminate errors while speeding up processes. It also wants to make its vast employee base more efficient. These challenges are faced daily and technology is one area that advisors felt could be a game changer. Time less spent on permit processing is additional time spent serving the public interest.

## **Solution Security**

The government customer needed a solution that allows only authorized staff to review and approve digital versions of documents using biometrics, like a fingerprint, and allow external parties to retrieve their approved documents online from their offices/homes. ZorroSign's solution created an e-Signature platform that could detect each engineer's identity via their fingerprint, before granting the right to access the electronic signature program and sign documents, ensuring privacy and confidentiality. The electronic signature system features the latest information encryption techniques to design the electronic signatures and integrates them into the engineering layouts. The 4n6 Token technology provided a secure way for engineers to administer approvals and then make the document tamper proof. The forensics capability of the Token aided the Field Inspectors in checking the construction to the latest approved drawings on site.

## **Solution Benefits**

- Reduced approval cycle times
- Digital signature allows for easy and rapid internal and external document routing, eliminating the need for manual routing of physical documentation thereby improving its reactivity and efficiency.
- Reduced/eliminated the need to print, sign and scan paper documents.
- Using a digital signature enables consultants to eliminate the costs associated with authorizing and signing paper-based documentation - paper, printing/plotting.
- Secure authentication
- Ensures that documents exchanged within the Government are valid and trusted.
- Facilitated the authorization and approval of documents electronically, thereby providing the ability to conclude all transactions electronically and facilitate a complete digital electronic management of documents.
- E-Signature enabled Municipality's Site Inspectors to verify the authenticity of drawings from the construction site as well as access information and comments relevant to the project approval.

## **Success Story**

This government selected ZorroSign as its electronic signature and Digital Transaction Management vendor because ZorroSign exceeded the client's privacy and security requirements; comprehensive workflow automation was the perfect compliment to the Municipality's technology and environment initiatives. ZorroSign's solution also provided a systematic archiving of documents with its built-in Document Management system. As a government organization, efficiency, security and accuracy from adopting new technology was a key driver in the decision to adopt the DTM and eSignature solution. ZorroSign is used to manage the governments building permit process.

## Result

Direct cost savings of printing expenses of just over \$1MM over five years. Indirect savings of roughly \$6.5MM over the same five year period with regard to productivity enhancement and error reduction. There were 30,000 office visits avoided per year, which is estimated to have saved 17,500 hours in traffic, consequently reducing the carbon emissions in the country.

The solution achieved tangible results such as elevating the staff efficiency by 50%-60%, reducing errors by 30%-40%, minimize customers visits by 50% and reducing paper consumption by 40%-50%.

***“Driven by the strategic direction towards providing e-Services, minimize service delivery time, enhance staff efficiency, improve accuracy and authenticity, and the commitment to green environment through reducing paper consumption, we chose to adopted e-Signature as a strategic solution with dynamic implementations across business verticals. ZorroSign allowed us to integrate with existing business applications that automate the workflow and ensure security of documents.” ~Anonymous, Government Official***

The ZorroSign solution provided 58% ROI in the first year and 139% cumulative ROI over five years. The investment was paid back in 1.7 years.

To date, this government has signed over 300,000 documents using ZorroSign technology. They estimated that they have saved 750,000 square meters of paper or about 720 trees over the last five years.

Finally, the ZorroSign integration lead to the Government municipality being nominated for the “Government deployment of the year” award.



### Time Savings

From 4 months to 4 days



### ROI

139%

2019



Mirror Review

2018



CIO Review



CIO Applications



Insights Success



Silicon Review

2017



Aragon Research



CIO Applications



CIO Outlook



### About ZorroSign

In the mid-90s, one of the ZorroSign co-founders developed an innovation that addressed a pain point for companies across the globe – electronic signature. This solution is used in most POS systems even today by government agencies and companies such as DMV, USPS, UPS, and several Federated Department Stores like Macy’s and American Express. The electronic signature also served as a key technology component when President Bill Clinton signed the *Electronic Signatures in Global and National Commerce Act*, also known as the “Millennium Digital Commerce Act” or the “E-SIGN Bill” on June 30, 2000. The same inventor then went on to create the next generation electronic signature called the Document 4n6 (forensics) Token, a Document DNA based crypto tokenization that uses blockchain technology.

In 2015, ZorroSign was founded to use these enhanced electronic signature technologies to create a unified platform of complete advanced Digital Transaction Management (DTM) solution including document fraud and tampering detection. The idea is to provide a highly secure, flexible, seamless, and robust solution to support end-to-end flow of document signature ceremonies for any situation, any industry, any department – for signatories located anywhere and using any device.

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