



Case Study

Learn how Validated Claim Support uses ZorroSign digital signature solution to improve operations

Company Profile

- **Industry:** Cosmetics & Skincare
- **Staff size:** ~15

Key Drivers

- **Strategy:** Save time and cost while eliminating errors
- **Goals:** Reduce legal risk to company from improperly executed contracts while optimizing personnel resources
- **Focus:** End-to-end digital management of legal agreements, consent documentation and general office documentation

Business Overview

Our subject for this case study is a small business that is an emerging leader in cosmetic and skin care clinical research. By adopting cutting-edge technology, process improvements and improved operating standards, Validated Claim Support, LLC is changing the standard when it comes to cosmetic and skin care validation of manufacturer claims.

Validated Claim Support provides custom clinical and label claim support studies for skincare, haircare and cosmetic manufacturers around the world. As an FDA registered and inspected laboratory, Validated Claim Support is qualified to test a wide range of topical products to determine how they interact at the *in vivo* level. Combining visual claim support, expert assessments, instrumental evaluations and subjective user questionnaires Validated Claim Support helps ensure that products stand out in a competitive global marketplace. They built their laboratory from the ground up to maximize efficiency through technological innovation, ethical practices and transparency.

Solution Components

- 100% digital
- Encrypted token and digital signature on every document
- Ability to use fingerprint to sign documents digitally
- Ability to create templates once and reuse many times
- Document Management System
- Bulk send

Solution Usage

- **Licenses used:** 9+
- **Document sets used:** 1,200+ per year
- **Ad hoc document sets used:** 100+ per year
- **Templates Created:** 15+
- **Bulk send document sets used:** 50 +/- per year

Challenges

Validated Claim Support needed a workflow management, digital signature, and document management solution for three main reasons:

1. Collect clinical study informed consent documentation and study protocol information
2. Collect secure, legally binding and authenticated signatures from inter-party legal agreements between Validated Claim Support, sponsor clients and vendors
3. Complete general office documentation like employment agreements and organization policy acknowledgment

A primary concern for Validated Claim Support was ensuring security and privacy when managing clinical study information. The organization must make certain that its processes are current without compromising data—always complying to FDA guidelines while eliminating potential errors.



“As a clinical research organization ZorroSign provides us with an extremely traceable and secure method for capturing signature authorizations from our test subjects.”

~ Brian Ecclefield, founder, Validated Claim Support

Solution Benefits

- Reduced document consent 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.
- Reduce/eliminate the need to print, sign and scan paper documents.
- To facilitate the authorizations and approval of documents electronically thereby facilitating the ability to conclude transactions electronically as well as to facilitate an entirely electronic management of documents.



“COVID19 changed the business environment for almost everyone. ZorroSign improved our efficiency with the shift to a remote workforce and improved our document workflow between employees not able to have overlapping office and lab hours. ZorroSign provides a means to quickly and safely share, review, and sign critical documentation without missing a beat.”

Results

Validated Claim Support chose ZorroSign as its digital signature vendor because ZorroSign exceeded the client’s privacy and security requirements, and because ZorroSign’s comprehensive workflow automation was the perfect complement to the clinical researchers’ technology initiatives. ZorroSign’s solution further provides a systematic archiving of documents with the platform’s built-in document management system. As an FDA registered and inspected laboratory, Validated Claim Support needs efficiency, security and accuracy when adopting any new technology, and ZorroSign’s digital signature solution uniquely fulfilled those requirements.

Validated Claim Support experienced a cost savings of roughly \$10,000 per year from reduced personnel expenses by increasing productivity. The company also saved money by not requiring test subjects to revisit their lab for signatures on documentation changes and corrections.



“ZorroSign provides a significant cost savings due to time related efficiencies. With our staff less focused on menial signature chasing, we can prioritize internal workflows and customer service. This helps us to save time and also provides additional added value behind the scenes.”

~ Brian Ecclefield, founder, Validated Claim Support

2019



Mirror Review

2018



CIO Review



CIO Applications



Insights Success



Silicon Review

2017



Aragon Research



CIO Applications



CIO Outlook



About ZorroSign

ZorroSign, Inc. is a leader in digital signature technology and the global provider of ZorroSign DTM—a secure platform delivering digital signature and digital transaction management.

ZorroSign's patent-pending 4n6 ("forensics") technology offers post-execution fraud detection, verification and authentication of legally binding electronic signatures, digital signatures and documents using proprietary blockchain tokenization.

ZorroSign DTM streamlines end-to-end digital transactions with bank-grade protection and security certificates that never expire—allowing governments, corporations, and individuals to eSign documents, request signatures on documents and forms, build workflows, automate approval processes, and more leveraging machine learning and artificial intelligence.

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