



ZorroSign®



CASE STUDY

Company Profile

- **Industry:** Government
- **Staff Size:** 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

Learn how a **Government** customer uses **ZorroSign Data Security Platform built on blockchain to improve its operations.**

Business Overview

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

Solution Components

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

Challenges

The Municipality needed an eSignature 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 organization selected ZorroSign as its electronic signature and Digital Transaction Management vendor because ZorroSign exceeded their functional administrative needs. Comprehensive workflow automation was the perfect solution to streamline the school's HR processes, including their new employee onboarding program. ZorroSign was also able to provide an archive of documents with its Document Management System, allowing for the school to have a secure way to file old student and staff records. As an educational organization, efficiency, cost effectiveness, and accuracy from adopting new technology was a key driver in the decision to adopt the eSignature and DTM solution. ZorroSign is used to automate student related forms like registration, tour packets for prospective students, classroom operations like permission slips, new employee onboarding for teachers and staff, offer letters, timesheets, and yearly compliance training acknowledgment letters.

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.
- Digital signatures 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 digital signature and data security 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 were key drivers in the decision to adopt the digital signature and data security solution. ZorroSign has succeeded in managing the Municipality's building permit process.

Results

Direct cost savings of printing expenses of just over \$1M over five years. Indirect savings of roughly \$6.5M 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 adopt 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



Time Savings:
From 4 months
to 4 days



ROI: 139%

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 led to the Government municipality being nominated for the “Government deployment of the year” award.


About ZorroSign


When the risk is personal and everything is on the line, Block It Down™!

ZorroSign, Inc. uses blockchain for superior privacy and security. The company's multi-chain blockchain platform integrates digital signatures, automated compliance, intelligent forms (AI/ML), document management, patented fraud prevention, user authentication and document verification.

Governments, businesses, and individuals around the world trust ZorroSign's web3 solutions to safeguard the privacy and security of their digital documents, and provide an immutable chain of custody for transactions. To learn more, visit zorrosign.com

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INDUSTRY AWARDS

2023



2020



2022



2019



2018



2021



2017

