



# cSIGN – Electronic Signature Capture for improved customer service



## Situation

- Customer proof of signature is required for billing additional services provided by the field workforce. When signature is taken via paper or forgotten, customer disputes are common.

## Challenges

- Paper based process is not effective to manage customer services.
- Document management is incredibly difficult when the call volume (and amount of paper work) is large.
- Paper signatures can be lost and disputed.
- Organization of all material and resending to customer is time consuming
- Risk of customer dissatisfaction and chances of litigations from mishandled signatures.

## Solution Innovation

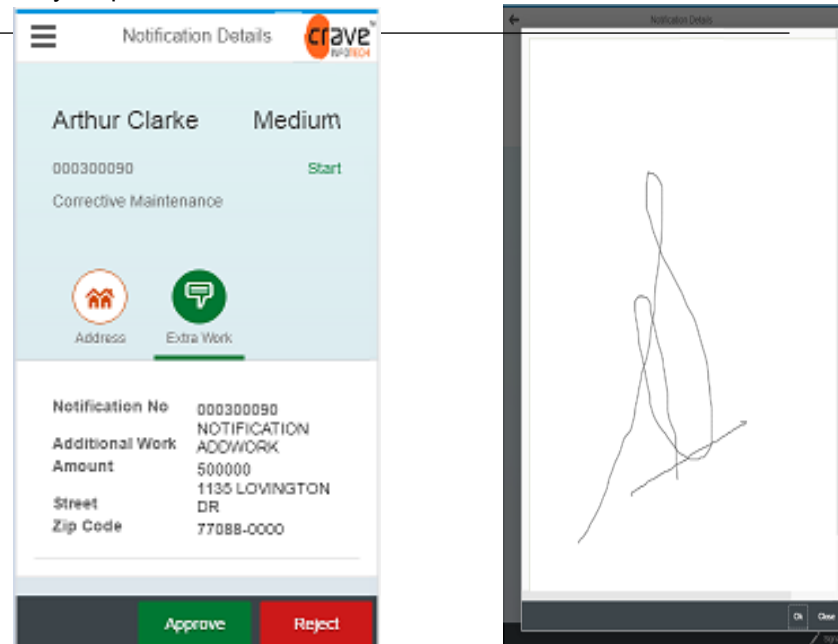
- Novel features such as SAP Cloud Platform integration.
- Capture customer signature, display order details, enter the details of the work done, and the image of the work
- Capture the work performed at customer site, including requesting the existing order details real-time.
- Instantly sync confirmed delivery and signature with database.
- Bar code scanning functionality can be enabled as needed

## Users

- Field workforce
- Supervisor

## Value Drivers

- Instantly capture and store signatures via mobile.
- Eliminate loss from completion of work disputes.
- A disruptive app, pre-packaged to expedite the implementation time, ROI realization, and reduction in TCO up to 80%.
- Completely scalable technology that grows with the business.
- Digitize the signature process to eliminate billing disputes and paper processes.
- Real time reporting.
- Proof of receipt via email or Bluetooth enabled printing
- Fully configurable UI from the back-end
- Multi-lingual capabilities
- Fully responsive with iOS, Android, Tablet, etc. out of the box



## Industry/LoB

- Utilities
- Public Sector
- Distribution

## GTM Focus

- Americas
- APJ and GC
- EMEA
- MEE

## Solution Environment

- SAP Cloud Platform (SAP CP)
- SAP ECC 6.0 and Above
- NetWeaver Gateway

## References

- Success Story
- App Walkthrough Video
- Brochure

Check local availability and get app via SAP App Center

