

Brief

Go digital and close the deal

HP Exstream integrates with e-SignLive™

Reduce cycle time and speed your value chain—including quotes, proposals, contracts, onboarding, servicing, invoicing, and claims settlements



Design the new style of customer engagement

Key benefits

Static and active audit trails: The embedded audit trail makes it easy to index, store and retrieve documents. Playback the document signing process—even years later—to quickly demonstrate compliance.

Deployment options: Enable e-signatures behind the firewall or in the cloud.

Mobile-optimize user experience: Design the optimal experience for any process or channel with a flexible e-sign workflow.

Customizable UI: White-label the workflow so customers see your brand—and only your brand—before, during, and after they sign.

Transaction management: Empower business users with real-time visibility and control.

New business interactions

Customers increasingly want new ways to engage with business. They want to manage an account, or track a claim, review quote options, sign up for a new policy, agree to changes in their investment profile, or apply for a new credit card all in a matter of

minutes—using a smartphone or other electronic channels. While many enterprises have systems in place to support these transactions, signature requirements can grind the process to a halt. Businesses frequently send return mailers for wet-signatures as a final step of an otherwise electronic process. This is frustrating and translates into lost business, as customers change their minds or neglect to sign and send paper-based documents.

CCM meets e-signatures to speed digital processing

Now you can easily and confidently integrate electronic signatures into your customer communications management (CCM) platform across all electronic channels. HP Exstream and e-SignLive by Silanis have partnered to help you keep your processes 100% electronic from start to finish to achieve the promise of automating “digital processing.”

Extend the value of your customer communications platform by eliminating the need to print agreements, applications, or regulated disclosures to paper for signature. Start streamlining business processes from days to minutes, capture revenue faster, and reduce customer abandon rates.

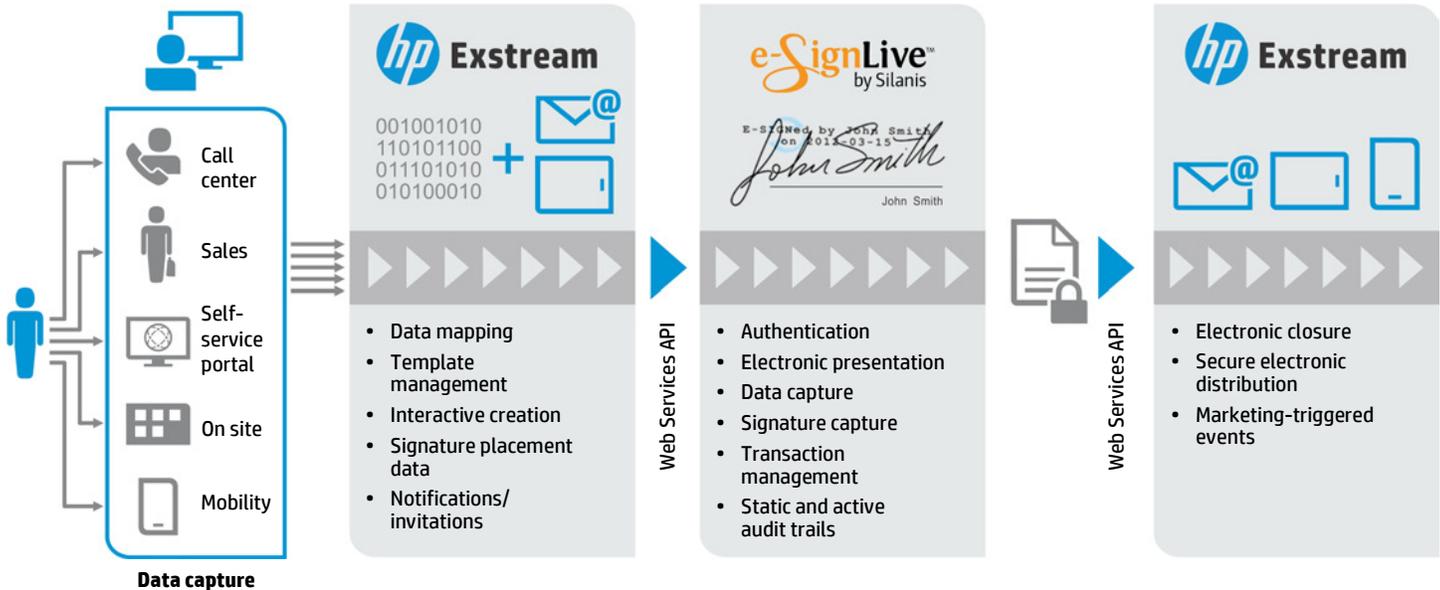
Deliver consistency

HP Exstream offers a single, enterprise-wide solution that not only makes sense of your data, but can design, produce, and deliver all types of signature-required communications—whether interactive, high volume, or on-demand.

Combining HP Exstream with e-SignLive by Silanis makes it easy to capture e-signatures and provide a customer-preferred engagement experience (including email, web, and mobile). This allows you to drive digital communication models while reducing costs and enhancing the overall customer experience.

Real-world success

- A retail finance company cut an approval cycle from 2 weeks to 10 minutes
- A mortgage lender cut closings from 1.5 hours to 15 minutes
- A top bank's investment sales force closes business in 1 visit, instead of 2-3 visits
- A top U.S. bank cut their lending workflow from 16 steps down to 4 steps



Customer savings

- One insurance carrier has seen 14% higher retention rates when customers e-sign their new business insurance policy
- Regional lender Signature Mortgage reduced shipping costs for origination by 85%
- A leading P&C insurer saves \$10 per new business transaction based on eliminating paper, scanning, and service costs
- The U.S. Army saves \$1.3 billion annually in administrative processing costs
- One leading national bank saves 82,000 hours of the sales force's time—equivalent to 41 full-time employee
- A student lender netted an estimated savings of \$90,000 per year in combined reductions for office supplies, courier costs, and by no longer hiring temps or paying overtime

¹ "Fortune 500." *Fortune*. July 7, 2014.

² Shegda, Karen M., Kenneth Chin, Pete Basiliere. Magic Quadrant for Customer Communications Management Software. Gartner, November 2014.

³ Based on HP internal data and DALBAR winner list at dalbar.com.



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Rely on flexibility

Manage e-signature processes for enforceable and regulated transactions. Scalable and cost-effective, you can deploy e-signatures across your organization while supporting the unique requirements of individual departments, processes, channels, and jurisdictions. From a single platform, your business can offer customers an optimal service experience online, in-branch, through a field agent, or the call center—to name just a few channels—while ensuring a consistent approach to electronic transactions and records compliance.

Why HP?

HP has developed and implemented customer communications solutions in hundreds of Fortune 500 enterprises around the world. In fact, 5 of the top 10 Fortune 500 Financial Services and Insurance companies are HP Exstream customers.¹

And for the second year in a row, HP Exstream was named a leader in the Gartner Magic Quadrant for Customer Communications Management Software report.² Our customers have won 59 DALBAR awards for outstanding customer communications.³

HP offers a wide range of training, consulting, and technical support services to maximize your investment in our products.

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Why e-SignLive by Silanis?

Businesses of all sizes choose e-SignLive by Silanis when electronic signatures matter. Nearing one billion documents processed each year, e-SignLive is the most widely used e-signature solution in the world and a leader in the regulated market space. Organizations of all sizes, including top banks, insurers, credit providers, pharmaceutical and government agencies, trust e-SignLive to run their core business processes and take their businesses digital through innovations in mobile technology, electronic evidence, analytics, and personalization. Behind the firewall or in the cloud, e-SignLive delivers the best customer experience while providing the strongest legal protection and regulatory compliance.

Contact us

Find out how you can transform your customer experiences. For more information about the HP Exstream customer communication management solution combined with e-SignLive by Silanis, contact us at exstream.info@hp.com.

Learn more at
hpexstream.com

