# The interactive pen display PL-1600 at the Erding Registry Office

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*Head of IT:*

*"In addition to saving time, the eco-friendly aspect was also important to us: by using the interactive pen displays, we save about 224 kilograms of paper a year, not to mention space and money. Our workflow has become more efficient by implementing the PL devices."*

**The user:**
The Erding Registry Office is in charge of handling passport matters in Erding, a district town about 40 km north east of Munich. In view of its population of about 36,000, the registry office decided to digitise its workflows.

**The background:**
Nine employees process some 50 customers every day, and, depending on case, use up to four sheets of DIN A4 paper per customer. Applying for a passport, identity card and other papers subject to registration involves signing various documents. These are, in addition to the application form, the affidavit of nationality and an advisory document on the storage of fingerprints. In the past, this entailed printing out the relevant form, presenting it to the customer, having the customer sign it and, finally, scanning in the signed document. While the digital version was archived in the system, the hardcopy version was disposed of. To curb paper wastage, the registry office began looking for an alternative. The reason was that, in addition to using up large amounts of paper, the various processing steps were time-consuming and therefore costly.

**The solution:**
Staff members of the registry office became aware of the Wacom signature solution at the in-house fair held by the Institute for Local-authority Data Processing in Bavaria (AKDB). The solution was implemented into the existing system by the IT systems house LivingData, a fully owned subsidiary of AKDB. In addition to delivering the software solution, LivingData provides the AKDB with suitable Wacom products for applications in public administration. A key requirement of the registry office was the display of the document to be signed. After an extensive test phase, during which a device was installed on-site, the registry office decided to implement the PL-1600 interactive pen displays.

**The benefits:**
The Erding Registry Office consciously chose a desk-integrated product: this solution meets applicable data privacy requirements, because it is not possible for unauthorised third parties to stand behind persons while they are signing documents and see their personal details. This, together with the large display showing the document to be signed, makes customers feel like they are signing directly on paper. The digital application saves scanning, uses up little space and allows documents to be found quickly in the event of subsequent queries. The simplified working process gives staff more time for dealing with customers and, therefore, considerably reduces waiting times. The PL-1600 has another advantage to offer senior citizens and visually impaired persons: documents can be enlarged to whatever size they need to read all the details.

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