Wacom digital signature solutions: the license to save and to speed up processes

Paper is one of the oldest forms of storing data and continues to be one of the most common still used today. However, as many businesses, banks and retail organizations know, it can be a real burden for budgets. Just to document customer transactions, more than 100 million paper sheets are used by an average major bank every year, resulting in expenditures of several million Euro. Following this, the paper has to be stored and archived and thereby requires additional resources.

To help solve these cost and storage issues, technical progress has brought some practical innovations. For example, a variety of organizations can now employ technical solutions such as signature pads. In the retail market, signature tablets are the most appropriate way to avoid large numbers of receipts and documents when the customer pays with their EC or credit card. Signature tablets can be more than just useful; they can help in saving time, material and money. And, they can help to optimize workflows as well.

Comprehensive range of devices

Wacom has offered signature-capturing solutions since the year 2000 and over the years it has developed these considerably. By 2007, specialized LCD signature tablets became available and today, Wacom offers a comprehensive range of innovative signature devices.

More and more companies, including banks, have now discovered the advantages of smart signature pad technology. Worldwide, there are more than 300,000 Wacom sign pads installed, therefore, there are a huge three billion signatures per year captured on Wacom products.

For fast and seamless processes, smart technology is of utmost importance, however the devices also have to be durable and resilient. Quality is critical to ensure efficiency and Wacom signature solutions provide all of the above which is why so many organizations are using Wacom sign pads.

Quality and robust

Wacom sign pads boast outstanding quality and are extremely robust. Wacom is the only sign pad manufacturer whose EMR sensor is embedded under tempered glass and this unique design ensures that the display resists even sharp objects like scissors or pins. The first of these tablets were installed in 2007 and they are still working today without any defectives or flaws. The signs of usage are hardly recognizable despite the fact that some of them are used over hundred times a day.

However, durability isn't the only thing key factor important when considering a sign pad. Refinement is no less crucial when dealing with the needs of commercial organizations. The acquirement of Florentis UK in 2011 meant that Wacom now had the knowledge of a software company with unrivalled specialist expertise in the field of electronic signature technologies. This has allowed Wacom to offer complete and comprehensive hardware and software solutions all over Europe.

Wacom technology at the counter or in point of sale can be found in a variety or organizations today. IKEA and the Berlin Sparkasse in Germany were among the first to install Wacom technology and the outdoor specialist, Jack Wolfskin, also reaps the benefits of the digital signature displays. Vodafone, Telefónica, France Telekom/Orange, Hilton Hotels, Hilti Tools and Poste Italiane, one of the biggest and most demanding installations, all implemented Wacom solutions. More than 30,000 desks in the Italian post offices are equipped with robust Wacom signature pads.

Ludwig Görtz GmbH:
these tablets are made for working…

Ludwig Görtz GmbH, a shoe retailer from Germany, has grown significantly in the last few decades. Today, it has 280 stores and belongs to Europe's biggest shoe specialists. Over the course of time, its customers increasingly began to pay by EC card instead of cash, and Görtz started to think about ways to minimize the paper receipts, which grew and grew. Görtz decided to implement an electronic signature solution, which included the Wacom STU-500. From then on, the customer signs for their goods on a signature pad. Now, Görtz just has to print a single receipt for the customer, but doesn't need a copy for the organization itself. Consequently, this saves as much as a shoe box full of paper slips every month and the outlet and significantly minimized physical storage problems.

Remedy for the banking sector

Wacom solutions are very successful, particularly in the banking sector. Banks such Bankia, BBVA, First National Bank, Tartra Bank, German Savings Banks, German Peoples Banks, and also Uni Credit, Banca Intesa, Raiffeisen Bank, BNP Paribas, amongst others, use digital signage solutions from Wacom.

Just four years ago, it became obligatory for customers and saving banks to repeat signature on dozens, if not hundreds of different documents, which meant high efforts as well as high expenditures for material, printing and storage. A customer of Wacom, CECA, the Confederation of Spanish Saving Banks, decided to switch to a Digitalized Signature System (DSS) in 2009, with three main objectives in mind: save direct costs, achieve greater convenience for employees and customers, and convert digitalized signatures into a standard practice in the whole banking sector and beyond.

CECA has since then used the Wacom STU-500 and additionally the STU-520. As a result of this, nearly 95 percent of all documents used in the daily business are now signed on the signature pads. Thereby, not only is the signature image captured, but also the corresponding biometric data like signature pressure and speed. The tablet generates an individual profile of each user to avoid fraud. Since the first signature was captured in 2009, more than 300 million documents have been signed via the signature pads. From all of those signatures, there have only been 38 legal incidents. 37 of those cases were solved out-of-the-court and in the remaining case, the victim got valuable support by biometric validation.

With digitalized signature systems, banks and retailers save paper, time, and of course, the corresponding costs. They profit from a significantly better workflow and are able to use devices that last a very long time, even if they are heavily used every day. Customers such as CECA can rely on the low defective rate, as it has only had to complain less than 30 times since implementing the solutions in 2009 – that is a failure rate of less than 0.1%. In case of an unexpected complaint, all Wacom sign pads come with the three year Wacom warranty according to the warranty conditions.

In conclusion, the smart step into the digital age pays out in many ways. This therefore begs the question why not everybody uses such systems today. The answer has to be given by every company individually, but there are numerous reasons to think about it.