

BT eSignature drives a 70 per cent efficiency increase



A growing administrative burden

Communications service provider Commsworld was facing ever-increasing administrative costs in dealing with growing volumes of small orders.

Rory McEwan, Network Services Operations Manager at Commsworld, explains: "It's important for us to have a signed contract for everything we provide. Although easy for high value face-to-face sales, processing paperwork for low value telephone-based sales was becoming more and more of a headache."

"With BT eSignature we can achieve in a few minutes and a few mouse clicks what used to take days or even weeks. It's a much more efficient way of doing business."

Rory McEwan
Network Services Operations Manager
Commsworld

Commsworld wanted to automate the process but wasn't sure of the best way until it saw BT eSignature. "We found out about BT eSignature when one of our suppliers used the service to send us a contract," says Rory. "It looked to be just what we needed. I visited BT.com to find out more and signed up for a free trial."

About Commsworld

Commsworld is Scotland's leading independent provider of integrated voice and data solutions. Founded in 1994, the company has offices in Aberdeen, Edinburgh, and Glasgow and supports over 3,000 customers. Commsworld offers clients a single point of contact for a wide range of communications requirements including telephony, WAN, LAN, Voice over IP, fixed voice, mobile communications, structured cabling, and on-site maintenance services.

www.commsworld.com



COMMSWORLD

Instantly visible value

Commsworld first started using the service to secure authorisation for customer network service orders. Rory McEwan recalls: "With BT eSignature we can achieve in a few minutes and a few mouse clicks what used to take days or even weeks. It's a much more efficient way of doing business."

Commsworld signed up for a package of user licences, and it extended use of the service to embrace other aspects of its business, such as the renewal of maintenance contracts. The company now uses the service to issue around 30 documents for authorisation every single week.

Although very intuitive to use, BT eSignature offers online user assistance via an instant messaging function. "Clicking the help icon opens a dialogue box, into which you can type a question," comments Rory McEwan. "The response from BT is always very quick and helpful."

Automating processes

As well as speeding up the processing of orders BT eSignature automates once-manual processes. For example, providing instant visibility of whether its customers have received documents for signature as well as their approval status.

Customers of Commsworld are enthusiastic about the solution too. Rory McEwan says: "We have had some really positive feedback on BT eSignature. It makes us look very professional and the fact that it is legally binding gives us peace of mind."

As well as helping to accelerate order placement and reducing back office costs, BT eSignature has spin off benefits in terms of improved cash flow from accelerating service lead times. Rory McEwan concludes: "BT eSignature is very cost effective and has made our whole contractual process up to 70 per cent more efficient. There's no way back now; it's here to stay."



About BT eSignature

Provided in association with EchoSign, BT eSignature makes it simple to get important documents quickly and securely signed. With nothing to download or install, it is completely secure as well as being legally compliant for both written and electronic signatures.

Recipients do not need an account of their own; they simply need an email address. BT eSignature automatically ensures the document is signed, tracked, filed, and emailed back to both parties as a PDF so that everyone involved has an approved copy of the executed agreement.

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