eSignLive™ by VASCO®

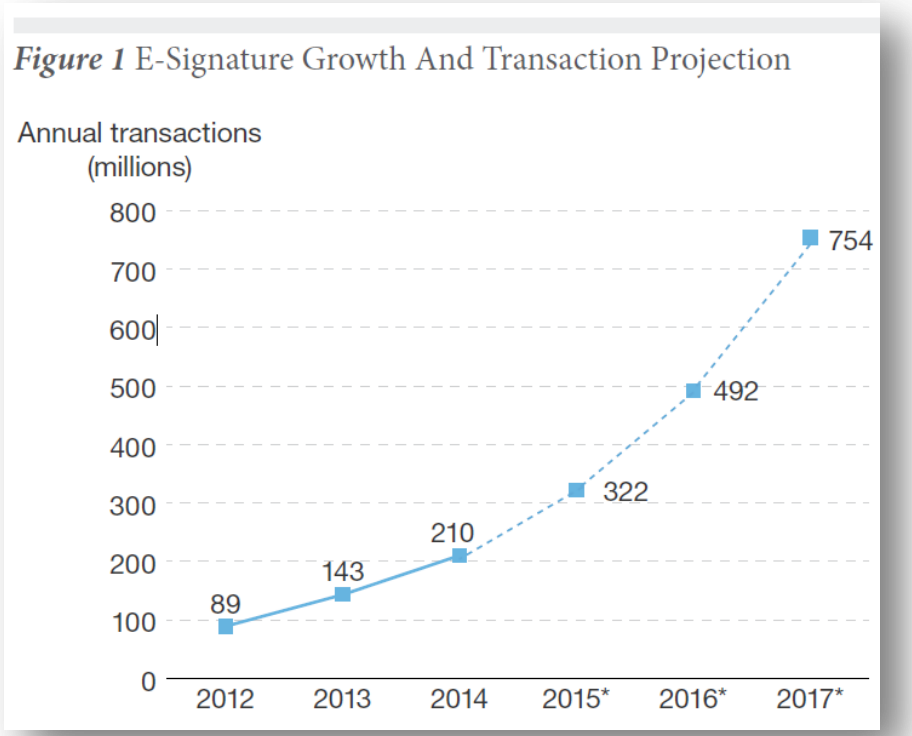
E-Signatures in Europe: An Introduction to Digital Transformation

Nicolas Jauré, Mid-Market Sales EMEA

Alan Carter, International BA

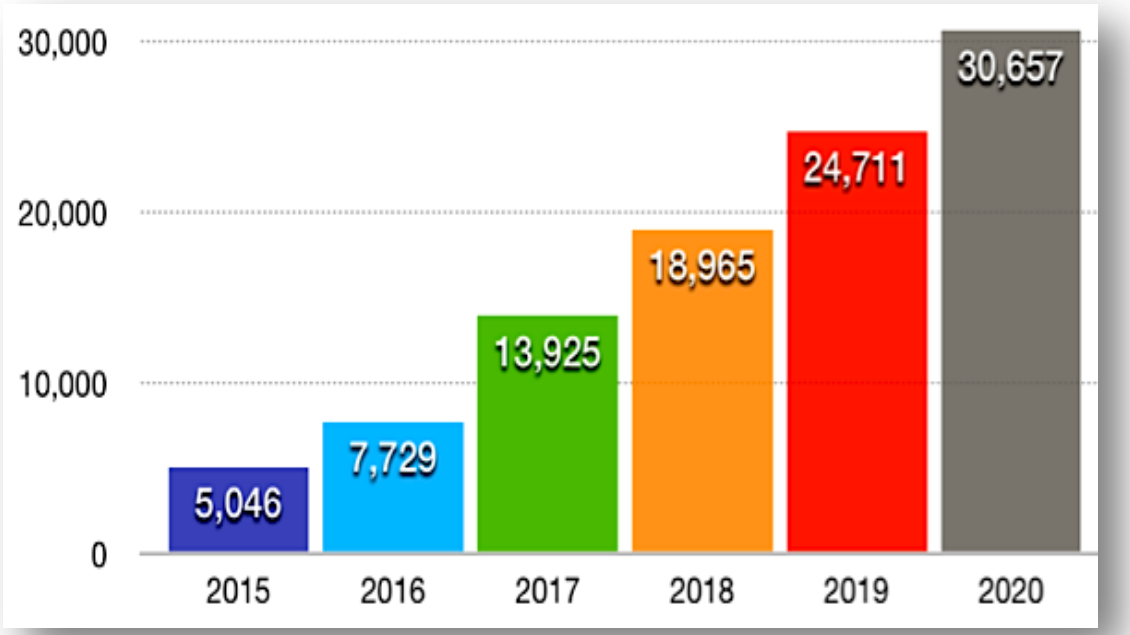
Analyst Predictions

FORRESTER®



Forrester predicts e-signature transaction volume to exceed 700 million transactions in 2017 at a 53% annual growth rate

Aragon Research



Aragon Research predicts market to reach $30 billion by 2020

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E-Signature Adoption

Banks, Credit Unions

- Mortgage
- Disclosures
- Lending
- Credit card applications
- Account openings
- Deposits and payments
- Treasury management
- Wealth management
- Internal / Operations

Financial Services

- Account Opening
- RRSP
- GICs
- Mutual Funds
- Financing and retail installment contracts
- Payment processing & merchant contracts
- Internal / Legal

Government

- HR
- Procurement
- Inspections
- Licensing
- Field force enablement
- Supply chain management
- Operations
- Accounting
- Audits

eContracting

- Vendor contracts
- Contract approval process
- Contract award notices
- Contract modifications
- NDAs
- Service agreements
- Delivery order requests

Healthcare/Pharma

- Purchase orders for narcotics / controlled substances
- Consent forms
- Clinical trials
- Lab reports

Insurance Companies

- New business processing
- ePolicy delivery
- eDisclosure delivery
- Online memberships
- Claims and appraisals
- Account maintenance

Insurance Brokers

- New business
- Renewals
- Endorsements
- Account openings and maintenance
- Internal (accounting, HR)

Other

- Real estate transactions
- Federal tax returns
- Law firms / client files
- Outsourced accounting
- Safety/compliance forms for truckers / transporters

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Why E-Signatures?

Better customer experience

- **Complete transaction in one session** – retail call center or online
- **Client never has to return** paperwork due to missing signatures or data
- **Reduce drop-off** that occurs due to process delays

Operational efficiencies & reduce costs

- **Reduce document handling costs** - faxing, scanning, imaging, courier, manual QA; storage and retrieval
- **Offload paperwork** from service reps; reduce reliance on knowledge workers

Lower risk with error-free transactions

- **Eliminate errors** and any missing data or signatures through enforced business rules
- **Reduces risk** of non-compliant documentation
- Capture detailed audit trails demonstrating **regulatory and compliance requirements**

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TERMINOLOGY AND LEGAL BASICS

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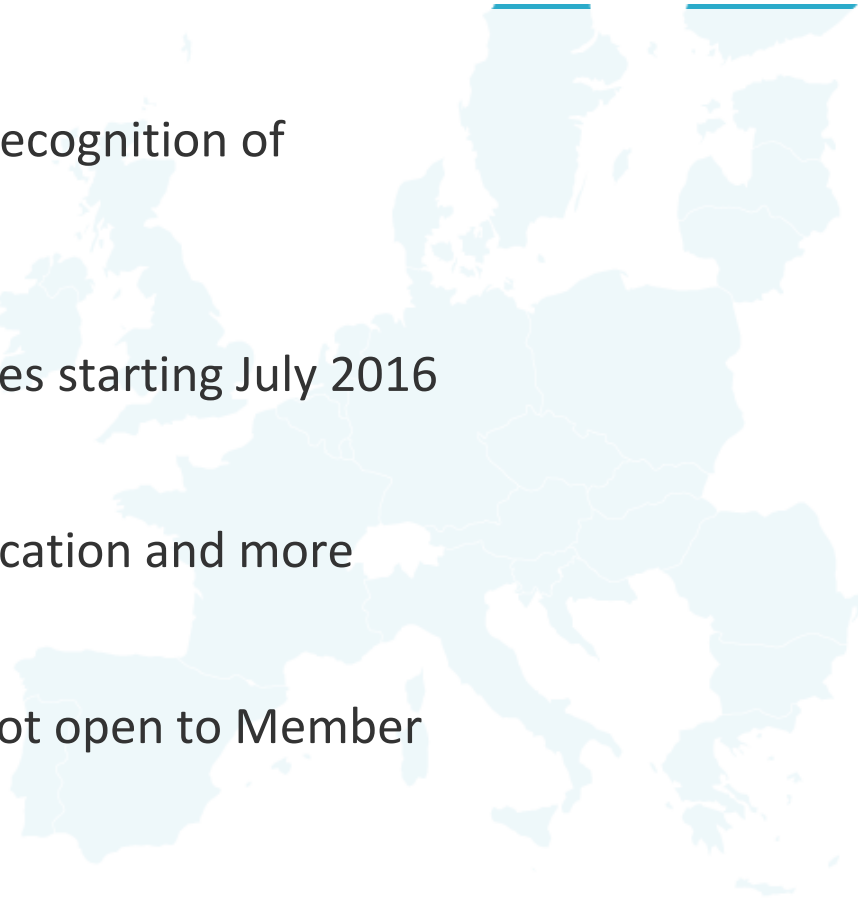
European Union

The new EU eIDAS regulation
removes the previous hurdles to cross-border recognition of e-identities & e-signatures

Replaces the EU Directive
and applies uniformly to all 28 EU member states starting July 2016

Broader than the Directive
eIDs, e-delivery, time stamps, website authentication and more

A Regulation, not a Directive
automatically part of all Member States' law; not open to Member State interpretation



eIDAS will make digital business easier in Europe

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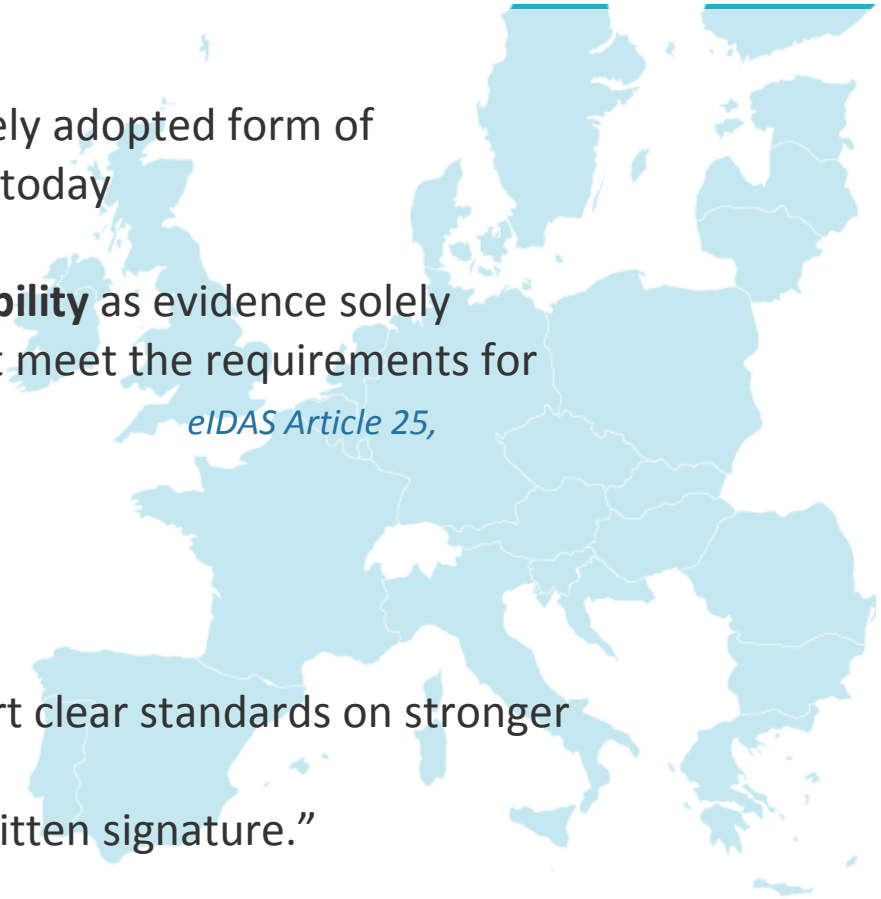
European Union

Advanced E-Signature

- Promotes the Advanced E-Signature as a widely adopted form of *technology-neutral* e-signature in the market today

  See Recitals 27, 50

- "…**cannot be denied legal effect and admissibility** as evidence solely because it is in an electronic form or does not meet the requirements for qualified electronic signatures. *eIDAS Article 25, paragraph 1*



Qualified E-Signature

- Maintains the Qualified E-Signature to support clear standards on stronger authentication where needed
- "…has the equivalent legal effect of a handwritten signature."

  eIDAS Article 25, paragraph 2

eIDAS will make digital business easier in Europe

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EIDAS WhitePaper

Co-authored by:

Osborne Clarke

https://www.esignlive.com/resource-center/eidas-e-signature-legal-perspective/

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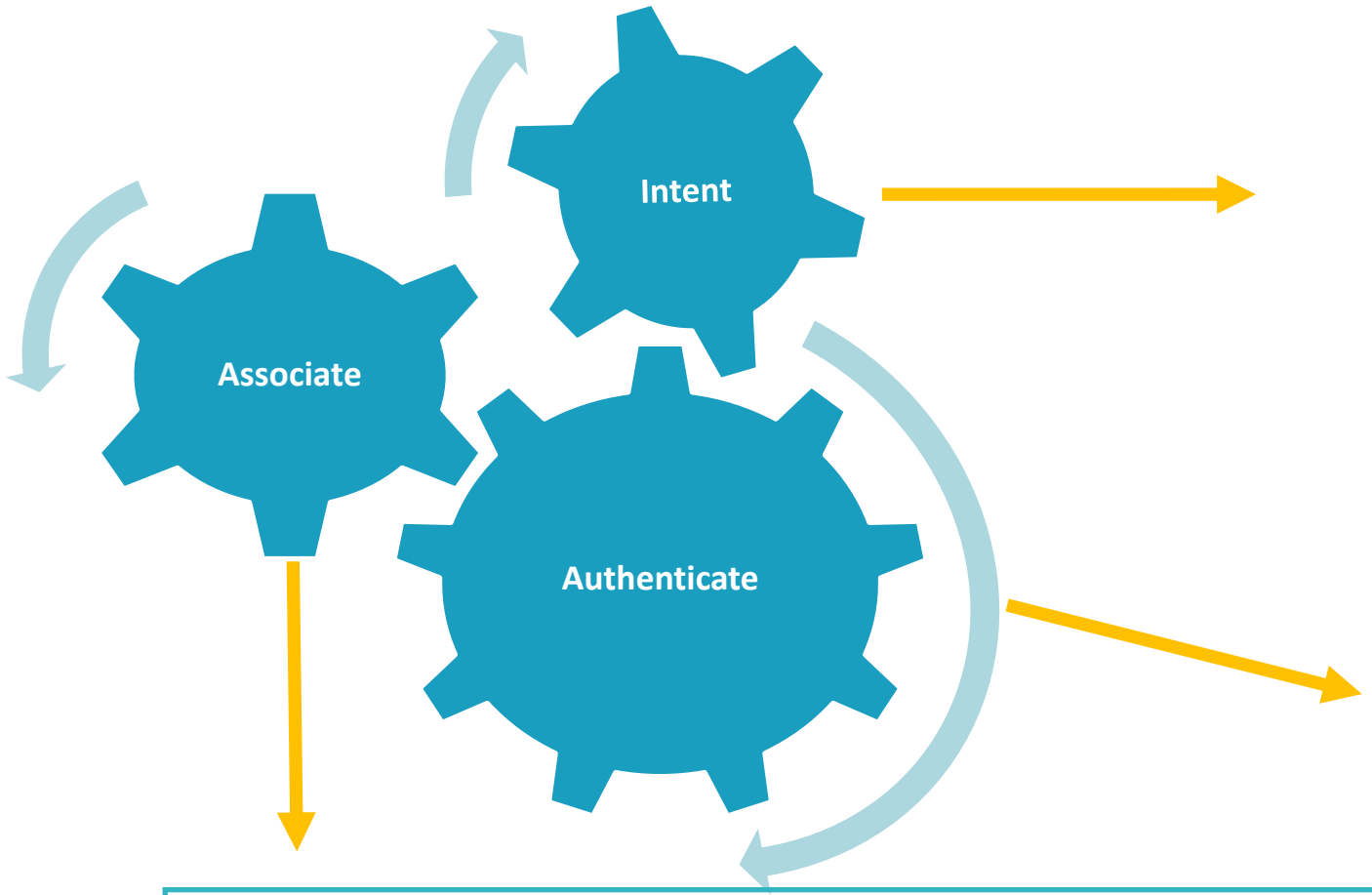
E-Signature Defined



Affirmative action with clear purpose

Apply at signature location for clear intent (consumers)

- Click-sign
- Type name
- Signature-capture

Attribute act of signing to signer

- User ID/PIN
- Email address
- Shared secret
- SMS Passcode
- Online ID Service (KBA)
- Digital Certificate
- Graphic signature capture
- Voice

- Associate action to document and signature location
- Embed verifiable signature data in document and secure

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Terminology Cheat Sheet

Electronic Signature

A legal concept. A way to capture a person's intent to be legally bound by the terms of an agreement or contract.

Digital Signature

A mathematical algorithm. A cryptographic technology used to make data tamper-evident.

Identification

Verifying someone's identity.
Often done through a government issued document (e.g. passport).

Authentication

Verifying a user's credentials (e.g. user name and password).

Attribution

Proving that a signature was applied by a specific user. More of a concern in face-to-face transactions when sharing a device.

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E-SIGNATURE SECURITY

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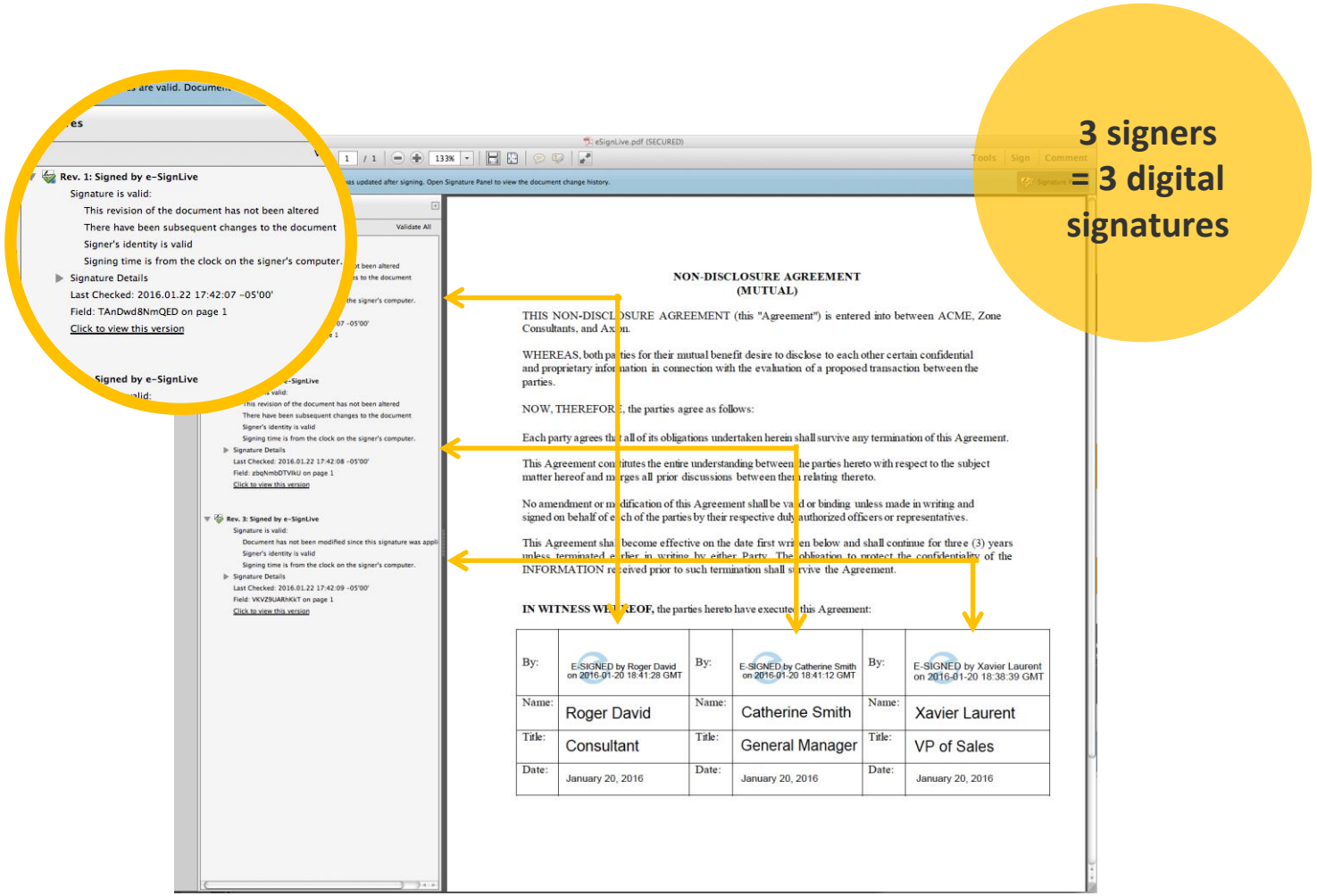
DOCUMENT SECURITY



1 digital signature per signer
A digital signature and audit trail are created for each person that signs

Tamper-proof
Maintains the integrity of the document's content as each person signs

Detects changes
Visibly invalidates the document and signatures if changes are made

~~One-click verification~~
Audit trails are permanently embedded within documents, enabling quick verification

Embedded audit trail
Documents are portable, no need to return to service to verify

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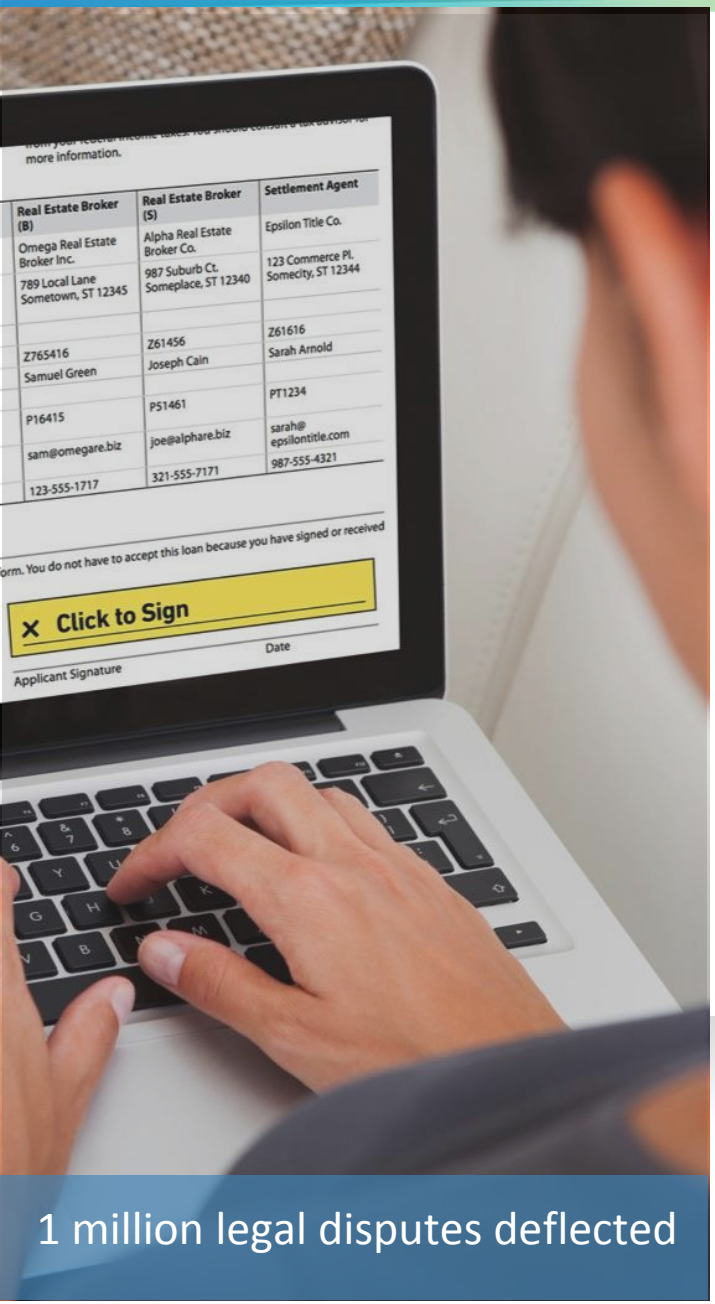

1 million legal disputes deflected

AUDIT TRAILS

Reliably reproduce and prove HOW a document was signed

All Content
Appearance of all web pages and documents presented to signers

All Actions
Click to sign / initial / accept / agree – download, save, etc.

Time Stamp
Log in / out, how long spent on each web page and document

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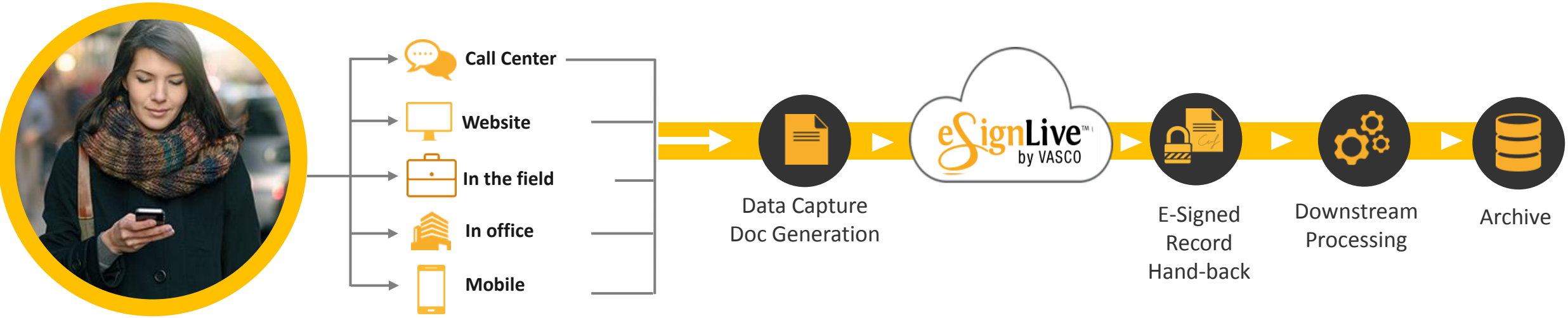
Where E-Signatures Fit In



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The E-signing Workflow

Access

- Email
- Link from Portal

Authenticate

- Username/pword
- Email invite
- SMS Text
- Challenge-Response
- 3rd Party ID Provider
- DIGIPASS

Present

- On-screen
- On-paper

Data Capture

- Text box
- Checkbox
- Mandatory & Optional

Doc Insertion

- Ancillary docs (e.g. drivers license)
- Mandatory & Optional

Sign

- Click-to-Sign
- Click-to-Initial
- Signature Capture

Deliver

- Secure download
- Email attachment

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DEMO!

1. Transaction with 2 signers
2. Document Security
3. Evidence review

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INTEGRATION & OPTIONS FOR GETTING STARTED

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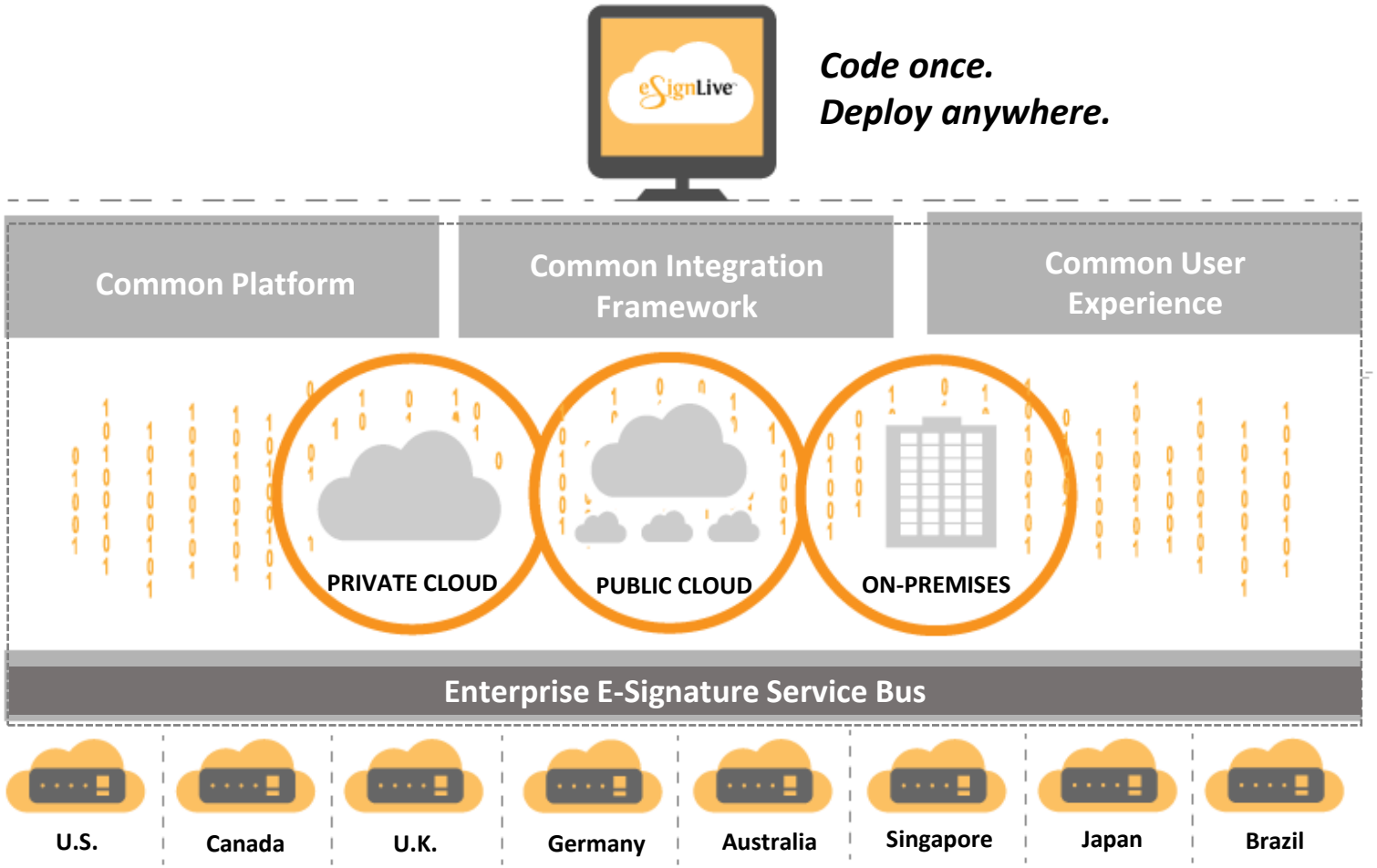
Deployment Options



Scalability

Easily scale across multiple lines of business – both locally and abroad

Performance

Maximize system performance no matter what deployment type

Data Compliance

Meet in-country data residency requirements with global data centers

Cost

No upfront hardware or infrastructure. Start developing in the cloud, then deploy anywhere.

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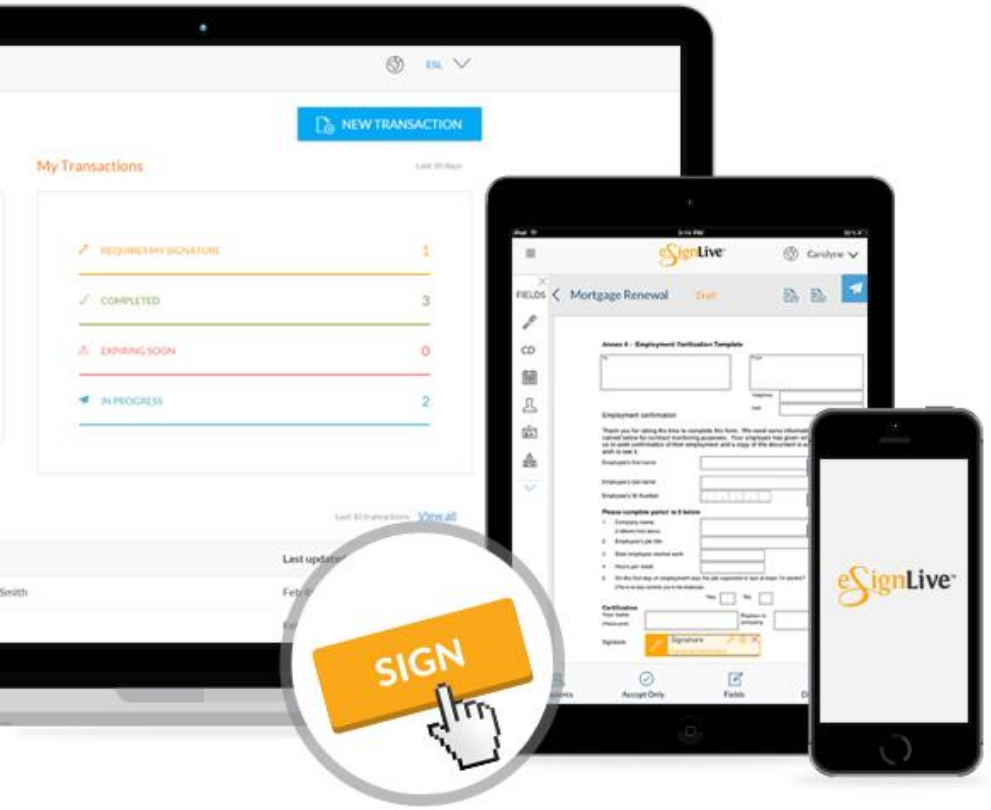
How to Get Started with E-Signatures



Professional Plan

Start e-signing in minutes using our stand-alone web service and mobile app. No IT support required.

Enterprise Plan

Integrate with core systems and applications. Fully supported web and mobile SDKs and API.

SIGN UP FOR A FREE TRIAL

OPEN A FREE SANDBOX ACCOUNT

3rd Party Connectors

Drop into your favorite business applications. Pre-built.

Exstream

ORACLE

Office 365

SharePoint

MeridianLink

Dynamics CRM

salesforce

box

iPipeline™

ARGO

And more!

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THANK YOU!
QUESTIONS?

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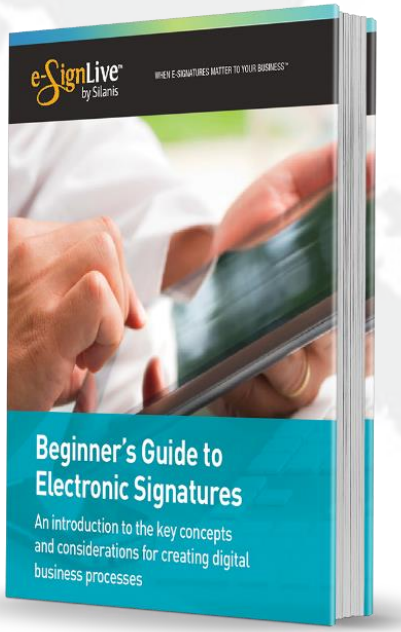

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QUESTIONS?

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