



Digital Acceptance

INDUSTRY CHALLENGE

Intrinsically competitive, Financial Services success mandates innovation, customer centricity, operational agility and efficiency. Traditional “wet signature” paper-based processes, rife with consumer-churning delays, increasing costs and wastage, continually stifle conversion rates and negatively impact asset Operational Expense Ratios (OER). IBM Digital Acceptance addresses this challenge.

OVERVIEW

IBM® Digital Acceptance is an Australian Prudential Regulation Authority (APRA) compliant Digital Signature Solution-as-a-Service (SaaS), enabling customers to electronically sign documents using legally non-repudiable digital signatures.

WHY IBM DIGITAL ACCEPTANCE?

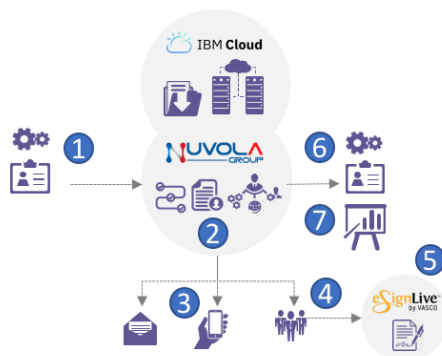
IBM Digital Acceptance has been purpose-built for Financial Services deployment:

- Cloud Private (Onshore) – unlike competitive solutions using offshore public hosting infrastructure, IBM Digital Acceptance utilises onshore private hosting infrastructure within IBM Cloud Data Centres
- APRA Security Compliance - designed and built to comply with ‘Big Four’ Bank Security and APRA Regulatory requirements.
- Pre-Built Banking Asset Library – the Digital Acceptance Personal Loans, Mortgages, Wealth and Business Banking modules have been ‘Big Four’ Bank production deployed.
- Agile Workflow Engine & Branding – a powerful, flexible workflow engine enables rapid complex use case modelling with seamless, personalised branding for all customer-visible elements.
- Accelerated Deployment - IBM Digital Acceptance supports stand-alone and fully system-integrated deployments. Time-To-Market (TTM) of 2-3 months is readily achievable.
- Fully Managed Solution-as-a-Service - IBM Digital Acceptance is a fully IBM-managed, consumption-based service with no up-front fees.

CUSTOMER EXPERIENCE (CX)

IBM Digital Acceptance provides a markedly superior customer experience compared with traditional loan application processes, replacing branch office attendance, paper-based documentation and postal service delays with the mobility, flexibility and efficiency afforded by real time electronic document delivery. The following illustration depicts a typical Digital Acceptance workflow.

1. Business users load documents (manual and/or automated options) into Digital Acceptance ‘packages’
2. The Nuvala WAFR component provides package workflow, policy, operational management
3. Customers receive communications and notifications via personalised email and SMS
4. The WAFR manages the end-to-end user experience across all devices providing intuitive access to executable documents, brochures or T&Cs, capture of data and uploaded content
5. The WAFR forwards packages to VASCO eSignLive for digital signing. Signed packages are returned to the WAFR.
6. Completed packages can be manually downloaded, emailed or integrated with core/originations systems
7. A comprehensive reporting and analytics system delivers scheduled reports, dashboards, alerts and downloaded PDF or CSV files. It can also be directly integrated into customer data repositories for consolidated reporting



HIGHLIGHTS

Secure, online customer ‘click-to-sign’ digital signature processing at anytime, anywhere...

- Solution-as-a-Service offering
- APRA Compliant
- Australian Hosting
- Enhanced CX
- White-label re-branding
- Consumption based charging
- Dashboards & Analytics
- Process visibility
- Dedicated or multitenant

Web browser accessibility enables existing and 'new-to-you' customers alike to sign documents whenever and wherever they choose using their personal internet-enabled, compatible smartphones, tablets and desktop computers.

IBM Digital Acceptance white-labelling enables organisational re-branding, protecting your customers confidence and trust when interacting with you. The WAFR Portal, email messages, SMS messages, URL's and domain names are examples of components supporting re-branding.

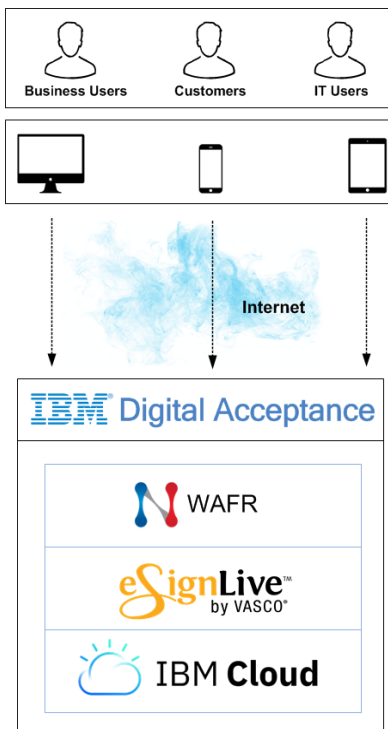
PROCESS VISIBILITY

IBM Digital Acceptance dashboard, reporting and data analytic capabilities provide detailed full lifecycle digital signature workflow metrics enabling:

- Workflow monitoring (e.g. documents sent, signed, viewed)
- Customer behavioural insights
- Conversion impediments
- Workflow optimisation
- Benchmarking

DATA PROTECTION

Data protection underpins IBM Digital Acceptance utilising Australian-resident, private IBM Cloud hosting infrastructure, bolstered by myriad application, compute and networking security controls to protect data in transit or at rest.



CONSUMPTION BASED PRICING

IBM Digital Acceptance utilises a flexible, consumption based pricing model. Package volumes are used to calculate usage charges

TECHNICAL SOLUTION

IBM Digital Acceptance is a highly secure, cloud-based Solution-as-a-Service. APRA compliant security principles underpin the solution architecture permeating the full technical stack.

Digital Signing The industry-leading VASCO eSignLive software application implements the digital signature capabilities.

Workflow/Branding The Nuvola WAFR and Webflow software applications offer usability simplicity and re-branding capabilities via flexible workflows/document management and white-labelling.

Security Controls Digital Acceptance utilises a plethora of security controls including:

- Vulnerability & Penetration Testing
- Network Intrusion Detection/Prevention
- Host Intrusion Detection/Prevention
- Anti-Virus & Malware Protection
- Application White/Black Listing
- File Integrity Monitoring
- Log Monitoring
- Server Hardening

Data Protection The cornerstone of IBM Digital Acceptance is data protection including:

- Data in-transit and at-rest encryption
- HSM (FIPS 140-2) encryption key storage
- Onshore storage (Australia only)

Asset Library Expedite your time-to-market by leveraging existing financial services workflow assets & accelerators:

- Personal Loans
- Mortgages
- Wealth
- Business Banking

Most digital signature use cases leverage these assets “as is”, however workflow assets are easily modified to accommodate more complex workflows/business rules.

Cloud Hosting IBM Digital Acceptance utilises [Australian resident, private](#) IBM Cloud data centre infrastructure.

User Mobility Web browser accessibility enables customers to sign documents whenever and wherever they choose using internet-enabled, compatible smartphones, tablets and desktop computers.

Australian Legality The Australian Parliament passed the Electronic Transactions Act in 1999 (amended in 2011) assigning electronic signatures the same legal status as handwritten signatures.

Data Analytics & Reporting A comprehensive data analytics and reporting system provides scheduled reporting, alerting and dashboards. Data can be exported in commonly used formats including PDF and CSV.

Multitenancy IBM Digital Acceptance offers a selection of multitenant models to suit your financial and technical requirements, ranging from shared componentry to fully dedicated implementations.

Scalability Leveraging modular software application componentry and industry leading virtualisation capabilities, IBM Digital Acceptance scales to handle the most demanding workloads.

Service Management As a SaaS offering, service management activities like incident/problem management, availability/capacity management, software patching and upgrades are performed and managed by IBM.

BENEFITS



Enhanced Customer Experience (CX)

IBM Digital Acceptance provides a markedly superior customer experience compared with traditional loan application processes, replacing Branch office attendance and postal service delays with the mobility and flexibility afforded by real time document delivery. IBM Digital Acceptance rebranding capabilities continually validate your customers interaction with you.



Consumption Based Pricing

IBM Digital Acceptance utilises a consumption based pricing model. Package (i.e. a group of documents) volumes are used to monitor activity and calculate usage charges.



Increase Conversion

IBM's digital signature trials with one of Australia's 'Big Four' banks demonstrated a conversion rate increase of 100%. The bank has now deployed digital signature capabilities enterprise wide.



Reduce Time-to-Market (TTM)

Time-to-Market is critical for establishing competitive advantage in the marketplace. Leap-frog the competition by leveraging the IBM Digital

Acceptance SaaS platform and Asset Library, dramatically reducing TTM for new product offerings causing market disruption.



Process Visibility

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Reduce Total Cost of Ownership (TCO)

A consumption based service model enables accelerated benefit realisation as the substantial platform implementation costs were borne by IBM.



Environmentally Friendly

IBM Digital Acceptance eradicates the volumes of paper wastage (and cost) inherent in traditional loan processing workflows.

CONTACT DETAILS

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