

# BigChange Apps

SFS works with trusted vendor to develop its e-signature offering

## The challenge

BigChange Apps provides mobile workforce management solutions. Siemens Financial Services (SFS) has supported BigChange Apps by providing flexible funding solutions to support their product sales over the last 4 years. When SFS was developing its e-signature solution, which is a mechanism that allows a signature to be made electronically rather than on paper, it called on BigChange Apps to help test and develop it. By working with a trusted vendor SFS could ensure that the system was user friendly.

## Our solution

Prior to using e-signature, important documents such as contracts had to be completed manually and originals sent via post. If there were any changes to the contract the process would need to be repeated.

E-signature significantly cuts down the time and cost associated with signing and processing documents, as a signature can be input electronically and emailed securely.

## Making it easier

Before rolling out e-signature to all its vendors, SFS enlisted the help of BigChange Apps who tested the solution, worked with SFS to ensure it was user friendly and also made suggestions for further improvements.

The system was then rolled out to other SFS vendors who are now enjoying the benefits of e-signature. As more signatures are being managed in this user-friendly way, mutual customers are experiencing a quicker and more secure process.

*“E-signature makes the process of finalising a contract so much quicker and easier. Previously, it would take three days to get documentation finalised; now it can be achieved in an afternoon. As a rapidly growing technology company, it’s important for us to continually look to improve usability for our customers. E-signature has helped us do that.”*

**Andrew Scully, Commercial Director, BigChange Apps Ltd.**