

## SETCCE

Industry: **Automotive/Finance**

Process: **Point of sale, multi-party workflow signing, remote e-signing**

Solution: **ePero®START e-signing service, eHramba® archiving service**

Devices: **WACOM STU signature pads**

# How RCI Bank and Services enables digital approval for car financial services in minutes with remote e-signature

RCI Bank and Services, branch in Slovenia, has implemented SETCCE ePero®START electronic signing service in cloud for the purpose of managing the sales process of Renault, Nissan and Dacia vehicles using advanced electronic signature, remote e-signing and trusted electronic archive services.

In parallel with the car purchase contracts ePero®START service is used also for signing financing contracts and insurance policies supported by WACOM signature pads at authorized car dealers' point of sale and by using remote signing services.

## Challenges



Give an option to the customer to sign a document for financing services without the necessity to visit car dealer in the shop.

**used for 87% of contracts**

Distance business and remote work with customers and sales network due to COVID-19 restrictions. Sign a document without the necessity to visit car dealer in the shop.



The commodity and the convenience of e-signing a document at anytime, anywhere without visiting the branch.

Paper based process for signing a financial agreement, took up to 3 days to finish, which presented a challenge for customer on-boarding when selling Renault, Nissan and Dacia vehicles.

**40% time saved**



Time needed to complete multiple document e-signing process is optimized to 20 minutes only.

Time inefficient and cost intensive document exchange between authorized car dealer, RCI, Insurance company and customer.

**25% higher productivity**



Signing process and document exchange process is almost instant and optimized for all parties involved in the process (car dealer, financing institution, insurance company and customer).

Inefficient access to signed and archived documentation.

**24/7 100% secure**



All documentation is securely stored by trusted electronic archive service and quickly available at any time and from anywhere.

Less time available for presales activities and customer focus including up-sales and cross-sales activities due to printing and manual paper handling.

**up to 90% less costs**



Significantly reduced material costs and operational work related to printing, postal services, scanning and managing signed documents.

## Fast financial services processing with electronic signature

When the customer selects a vehicle and opts for purchasing the desired model, he or she is offered RCI's financial services. The customer and authorized car agent prepare leasing/credit application form, signed by the customer electronically at the car dealers' location. Using WACOM signature pads and SETCCE ePero®START cloud service, electronically signed application form is sent immediately to RCI middle office for approval. RCI middle office prepares a contractual document for financing car purchase and submits the documents to ePero®START service. Documents are accessible to car dealer's sales representative.

Once the contract documents are available at a car dealer location, a customer has an option to view the and electronically sign the documents in question. Once documents are signed by a customer and sales representative, they are submitted to RCI middle office for final

approval (and signing). The process of car purchase financing is completed and a customer can perform the next step of car insurance.

When the customer decides to arrange insurance policy with selected car dealer, RCI insurance department agent prepares an insurance policy that is being sent to a customer for an e-signing process. Using dedicated business application for car insurance, a policy is created and submitted to ePero®START service for signing process, that can be done by WACOM device or by using remote e-signing. The process is performed in parallel to signing car financing documents. All of the car purchase related documents (including insurance policy) are submitted to each partner (authorized car dealer, RCI and insurance company) and finally to trusted electronic archive service (eHramba®). Electronically signed documents are also available for car registration office, where the customer performs the final step of car registration before leaving car dealer with the new vehicle.



## About RCI Bank and Services, branch in Slovenia

RCI Bank and Services, branch in Slovenia, maintains permanent contact with the carmaker brands to provide all of its customers with the highest levels of satisfaction. Through a comprehensive range of financing products and services bank contributes to the growth of carmakers in the Slovenian automotive market (Dacia, Nissan and Renault) by continuously innovating in financing and services. In 2019 they signed 10.600 of new and used financing contracts.

**"With the use of ePero®START Remote sign electronic signature cloud service, we managed to significantly reduce the time needed for financing car purchases and set up efficient business ecosystem with our partners when handling all formal documents in pure electronic form. This has positive benefits for our business processes and our most valuable customers, which are now offered a fast, efficient and simple car purchasing experience."**

## Possible next steps

- additional optimization with the use of dedicated WACOM signature displays (10") or tablet PCs for presenting contractual documents and marketing material
- the ability to display financial service configurations
- integration with CRM system for preparing, approving and managing additional documents like customer surveys using signature displays
- integration with SETCCE eNVvoices® electronic invoicing service for instant invoice generation and distribution of incremental payments
- digital customer on-boarding using remote video identification
- involving business partners in remote e-signing of various business documents

## Want to know more?

Get in touch

**W:** [www.setcce.com](http://www.setcce.com)

**E:** [sales@setcce.com](mailto:sales@setcce.com)

**T:** +386 1 620 45 05

**LinkedIn:** [SETCCE](#)



**Miha Petelin,**  
IT Manager at  
RCI Bank and Services,  
branch in Slovenia