

WL • e-contract

# e-contract to get rid of red tape



**Worldline**

# Improve the customer's contractual engagement!

Today, the digital contract is a key factor for **improving organizations' performance**, increasing the online conversion rate and enhancing the customer experience at the point of sales. Because it does not make any sense nowadays for stakeholders to wait before they can exchange valuable documents, it is time to get around the physical nature of documents, and use digital networks that meet all requirements in terms of security and legality. Trusted exchanges and full contracting processes between two or more **distant** people can be completed online in just a few seconds.

In a digital century when contacting people instantly is a given, sales cycles have to take advantage of this digital transformation. With 40 years of expertise in trusted services and customer relationship management, Worldline provides a solution for digitizing customer engagement. WL e-contract, which includes electronic signatures, is as legal and enforceable as traditional signed paper-based contracts.

## A solution that meets all stakeholders' needs

Many documents could be digitized: bank credit; saving contract; account opening forms for insurance; travel agency contract, utilities and mobile phone TV packages or internet subscriptions, delivery approval, maintenance reporting, digital prescription, formal statement...

WL e-contract solution helps achieve a **quick return on investment** due to the multiplication of sales opportunities achieved through this **new 24/7 digital channel**, and also the drastic cost reduction caused by paper being replaced with digital management.

## A fully digital end-user agreement within the existing business workflows and across multiple channels

Digital Contract solution offers many benefits to the end-user, notably:

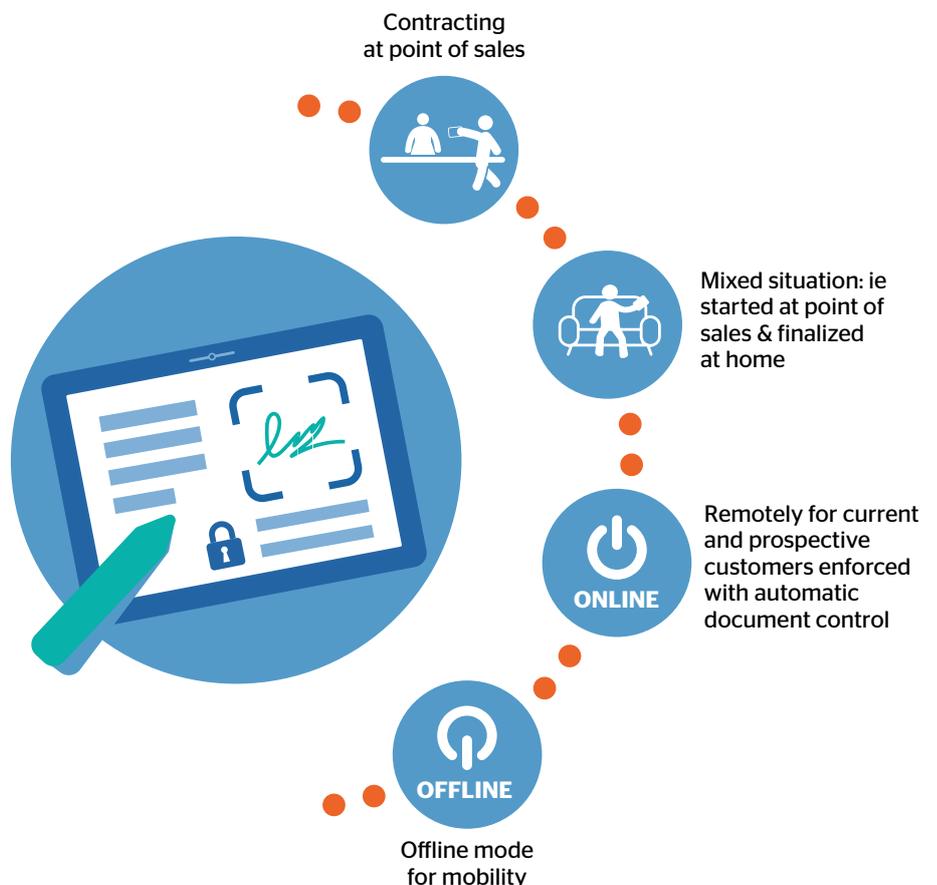
- no more handling of paper-based documents, which is a waste of time and money, and causes errors and document losses,
- access online services from anywhere,
- benefit from attractive services 24 hours a day,
- promote sustainable and innovative services.

## Advantages of Worldline's cross-channel WL e-contract offering

- **End-to-end contracting process** management:
  - includes an electronic signature via a tablet, a pad or a digital pen
  - uses its own customer digital certificates (i.e. National ID or other certificates) if needed
  - Digital Preservation with Worldline's e-safe and e-archiving offerings
  - optionally, to improve the business workflow, Worldline's Trusted Authentication solution (Smartphone-based strong authentication) and cross-channel payment solution features can complete the overall capability.
- **Smooth cross-channel** switching provides a seamless journey for a successful contracting process and an increased conversion rate
- Multidisciplinary digitization expertise so you can benefit from the experience and expertise of legal, functional and technical digitization experts.

Worldline guarantees a quick deployment, high responsiveness when updating services, and a minimum impact on the existing Information System.

## Multiple WL e-contract contexts usage



## Worldline, a key certified actor:

- Listed as “EU Trusted Certification Service Provider”
- The Mediacert OTU Certificate Authority, which delivers Digital Certificates for contracting services, is audited yearly and ETSI (European Telecommunication standards Institute)-certified (TS 102 042)
- Signature solutions are CSPN (first-level security certificate)-certified according to a Security target specification by the French Security Agency
- The timestamping platform complies with rfc3161 and ETSI TS 102-023 for trusted timestamping services
- WL Digital Preservation offerings comply with international standards like ISO 14641-1 & 14721 (OAIS or Open Archival Information System). The e-archiving platform has been authorized to host public archives by the French Ministry of Culture in compliance with the French norm NF Z42-013.
- Hardware Secure Module certified EAL4+ CC/FIPS

An active member and contributor to different associations that specialize in digitization expertise, Worldline is recognized as a leader in Trusted Services.



## Partnerships



## Enhance the customer experience with WL e-contract signed at the point of contact

