

Financial Services Vendor Steps into the Future with Digital Signatures

When a company has hundreds of contracts that need to be sent, signed and tracked, traditional business processes must give way to 21st century solutions. Even for a forward thinking organization such as TIO Networks the process seemed daunting. At the time, TIO was considering building a custom system or hiring dozens of administrators to send and file thousands of paper contracts, until they discovered Recombo WAYPOINT. Hamed Shabhazi, Chairman and CEO, knew he had a major administrative challenge ahead of him and couldn't afford to waste time building and implementing a custom system.

TIO met its deadline by using Recombo WAYPOINT, the online service that lets businesses complete any contract or agreement through email and the internet. And, TIO was able to use its existing IT infrastructure and begin sending documents immediately, taking advantage of WAYPOINT's seamless integration with MS Outlook. Secure in the knowledge that WAYPOINT is an "industrial strength solution," TIO now uses WAYPOINT with all of its vendors, often sending thousands of documents at a time.

TIO Networks Corp. is building the largest and most convenient national multi-retailer network of financial services kiosks for the 'cash preferred' consumer marketplace in North America. With more than 900 locations and a myriad of top tier corporate-owned convenience store chains participating, the TIO brand symbolizes safe secure access to key financial services. With so many large national companies as partners, Recombo's fast, easy and secure digital signature software streamlines business processes allowing TIO to close sales faster, gain access to new markets and reduce costs without investing in infrastructure or integration.

With Recombo WAYPOINT, TIO Networks has:

- Eliminated or reduced the time and cost of manually sending, chasing, updating and filing papercontracts.
- Reduced the hassle for customers by giving them the choice to apply legally binding digital signatures without having to print, sign and fax.
- Full visibility into the contract/record keeping cycle by keeping all records up to date and complete.
- "We needed a cost effective, highly functional product that would interface with Salesforce and Outlook and help us manage the distribution and execution of hundreds of legal contracts at a time," said Hamed Shabhazi, Chairman & CEO of TIO Networks Corp.

Salesforce Integration

Recognized as one of the leading CRM platforms, Salesforce.com is an essential part of TIO's contract management process. One of WAYPOINT's key differentiators was its simple integration and certified partner status with Salesforce. Effectively, TIO could use WAYPOINT to attach documents from Salesforce to Outlook emails and update contract information in Salesforce automatically.

Complete visibility into the contract completion cycle allowed TIO to:

- View confirmation of receipt, status and detailed records of all interaction with the documents that were sent
- Know who signed the contract with real time reporting features detailing current status
- Eliminate the costly process of manually updating Salesforce.com with contract information

Recombo's easy integration into TIO's CRM and in-house systems combined with its easy to use interface meant TIO staff could begin sending contracts immediately.

"Not only does it maintain a complete audit trail on every document and signature, but once you learn more about digital signatures, you will want an industrial strength solution like Recombo," said Shabazi.

Conclusion

With Recombo WAYPOINT, TIO now has a secure, fast, easy and scalable solution that is used to eliminate the time and cost of processing large volumes of contracts and agreements. Because TIO was evaluating having a system custom built or hiring dozens of administrators to send and administer thousands of contracts, the savings with WAYPOINT was enormous.

And those savings will continue to multiply as TIO continues to move away from faxing and administering paper based contracts to vendors and customers. Now the TIO team is free to focus on closing sales faster and gaining access to new markets.

Recombo. Start Digital, End Digital.