



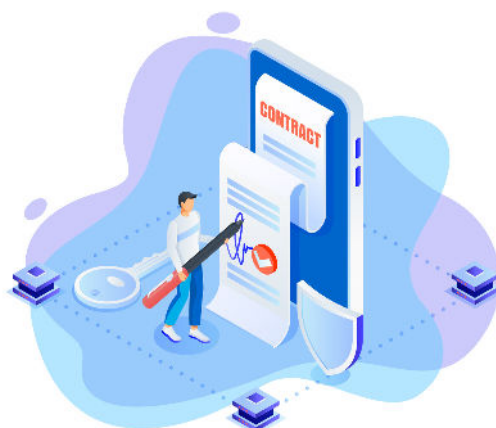
CASE STUDY

Digital Signature: True game changer for Human Resources (HR) Efficiency

Business profile

OTP banka is the fourth largest bank in the Croatian banking market. Over **2,000 bank employees** operate with more than **500,000 clients** in the private and business sector through a branched network of **over 100 branches** throughout Croatia.

OTP banka operates as a part of **OTP Group**, the largest commercial bank of Hungary and one of the fastest growing banking groups in Central and Eastern Europe.



Business Challenge

This case study delves into a business scenario where a bank faced a critical need to **simultaneously sign employee contracts across its organization**. The conventional method of contract signing would have entailed substantial resources, including financial, time, and human capital. Considering the **scope of the operation, involving over 100 branches and 2,388 employees**, the associated costs would have been overwhelming.



The bank made a strategic decision to engage the **expertise of ASEE**, one of the leading IT companies renowned for production and implementation of software solutions and services.

Our experts for **document management and digital signatures** identified unique challenges that pertain particularly to large organizations.

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Lengthy and Inefficient Contract Signing Process

The process required employees and managers to physically sign and exchange contracts, resulting in delays, logistical issues, and increased administrative burden.

Geographical Constraints and Multiple Branch Locations

The physical movement of contracts between branches and headquarters led to delays and increased the risk of lost or misplaced documents, as well as risk of leaking confidential and/or personal data

Lack of Document Visibility and Tracking

Without a centralized and easily accessible document repository, locating and retrieving specific contracts when needed was challenging, leading to decision-making delays and potential errors.

Manual Errors and Inconsistencies

Missing information and incomplete contracts resulted in rework, delays, and potential legal implications.

Cost and Resource Allocation

The manual contract signing process required significant administrative resources and incurred costs associated with printing, scanning, and storing physical documents.

Environmental Sustainability

Implementing digital signatures aligned with their sustainability goals by significantly reducing paper consumption and waste.

Compliance and Legal Requirements

Compliance with various legal and regulatory requirements is difficult with paper-based systems. It can be time-consuming and error-prone to manually track and ensure adherence to data privacy regulations (e.g., GDPR or CCPA), employment laws, and reporting requirements.



From Challenge to Solution

HR activities were managed using the HR NET software solution, which was customized to seamlessly accommodate the digital signature functionality. This integration allowed a smooth transition and ensured compatibility between the HR NET software and the digital signature solution.

To cater to different organizational needs and operational requirements, [signature certificates were provided](#).

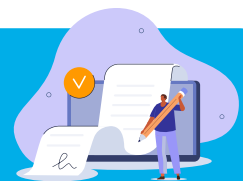
Here are available qualified e-signatures that fulfil all legal requirements and hold the same legal validity as a handwritten signature:

One-time Remote Qualified



Best suited for ad hoc signing, for users that only need to sign documents occasionally. This type of signature retains legal significance of standard qualified remote signature, while removing the need for previous registration, or remembering the certificate credentials. End user experience is optimized by requiring authorization using one time password sent via SMS.

Long-term Remote Qualified



Suitable for users who sign large volumes of documentation. Signing transactions are authorized using two factor authentication, including certificate credentials in combination with unique code received via SMS, or generated using mobile token application.

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Once the contract is generated in HR NET, it proceeds to the [automated signing process](#).

The signatories are notified via email, granting them direct access to the signing interface.

All manager roles are equipped with a **batch signing option**. During batch signing, single user action [signature transaction authorization] results in multiple equivalent electronic signatures applied to one or more documents, thereby dramatically increasing productivity of the signing operations compared to processing each signature individually.

Integration with Enterprise Content Management System

To ensure effective document management and archival, the **e-signature solution was integrated with the bank existing Enterprise Content Management (ECM) system**.

Signed documents were seamlessly transferred to the ECM system for archiving purposes. This integration facilitated easy access, retrieval, and tracking of signed documents within the established ECM system.

Security Measures

The bank implemented robust security measures to ensure digitally signed documents' integrity, authenticity, and non-repudiation. That included using **encryption protocols, multi-factor authentication, and compliance with relevant e-signature laws and data privacy regulations**.

These measures ensured that the digital signature implementation met the highest security and compliance standards.



Nina Sekula,

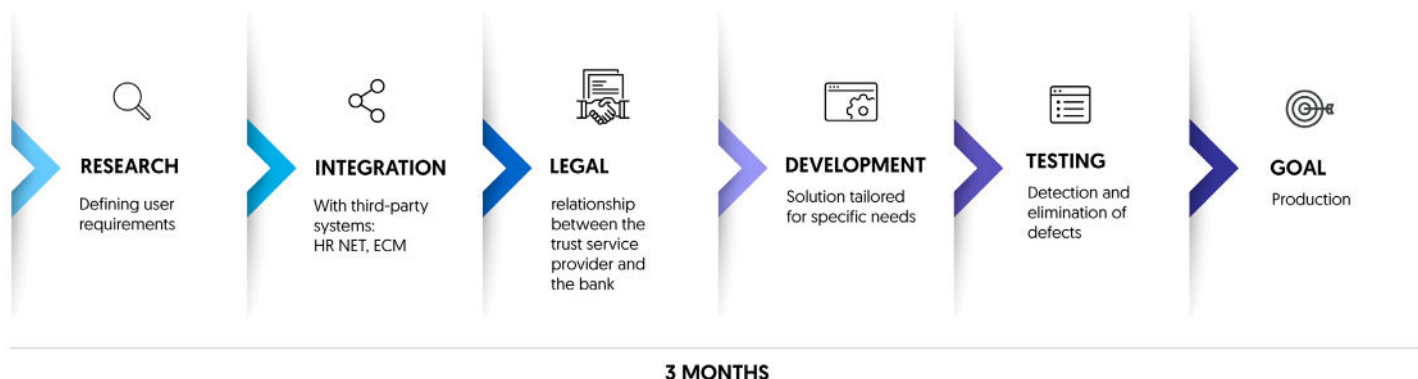
Director of Talent Acquisition and Employee Support Department.

As the Director of Talent Acquisition and Employee Support, I express my utmost satisfaction with the implementation executed by ASEE.

The positive impact on our **operational efficiency, cost savings, and employee satisfaction** has been remarkable. It has transformed how we work and positioned us as a **forward-thinking organization**.

This digital signature solution is a **true game-changer for HR in large enterprises**

I highly recommend ASEE experts to any organization looking to optimize their HR processes.



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Business impact

By implementing this solution, OTP banka successfully addressed the challenges of the **lengthy contract signing process, geographical constraints, document visibility, compliance requirements, manual errors, cost allocation, and environmental sustainability.**

The integration of electronic signatures into HR activities, along with utilizing the HR NET software and ECM system, enabled the bank to **streamline its contract management process, enhance efficiency, improve compliance, and achieve its sustainability goals.**

These outcomes positioned the bank as a technologically advanced and customer-centric organization capable of leveraging digital solutions to drive business success.



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In conclusion, implementing digital signatures for HR activities in the bank has proven to be transformative. The bank has achieved significant improvements **by addressing the business challenges associated with manual contract signing processes.**

The bank's project team played a crucial role in the success of this project, making a significant contribution. Their high motivation, support, and confidence in our abilities were essential in finalizing this project.

Overall, the digital signature solution has proven an excellent fit for HR in large enterprises. Its ability to **streamline processes, enhance compliance, improve efficiency, and deliver a superior employee experience** makes it a valuable tool for any organization looking to optimize HR operations on a large scale.

By embracing this innovative solution, the bank has not only achieved significant business impacts but has also positioned itself as a **leader in leveraging digital solutions** to meet the needs of modern HR practices in the ever-evolving business landscape.