



SECURED SIGNING FOR ELECTRONIC DOCUMENTS

CASE STUDY

EMMA STANLEY LAW

emma stanley law

Making the legal stuff look easy!

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“Technology is really important to me. I wanted to be a paperless office. Secured Signing fitted in with that model. I wanted to make the most of technology, and I knew that if I did that we’d run a much more efficient practice.

With Secured Signing the signing process takes five minutes from any device allowing for Same-day processing for settlements. Our improved efficiency allowed us to take on new clients and work more efficiently with existing clients”

- Emma Stanley
Solicitor & Owner, Emma Stanley Law

Emma Stanley Law Selects Secured Signing for **Secure and Efficient Document Signing**

Challenge

Sign undertakings and settlements remotely - and securely - using a legally valid digital signing solution that would be acceptable to other law firms.

Solution

Secured Signing's digital signature platform provides flexibility for virtually signing undertakings, settlements and solicitors certificates. Platform meets all legal criteria for digital signatures.

Results

Signing process takes five minutes from any device. Same-day processing for settlements. Improved efficiency allowed firm to take on new clients and work more efficiently with existing clients.

BACKGROUND

When Emma Stanley established Emma Stanley Law in 2016, she was determined to make it easy for her clients to access legal services. Part of the plan was to set up a virtual law office, so she could work from anywhere.

But there was a problem.

“ *There were two challenges we were facing. One was using an electronic signature that was secure for use in undertakings and settlements. (The other was) using a digital signature that other law firms felt was secure enough to accept. So that if I wasn't in the office, I could sign electronically and finish things remotely.* ”

If they didn't find the right solution, they risked delaying settlements.

And the last thing they wanted to do was hold clients back - many of them were first-time buyers keen to begin life in their new homes.

As a sole practitioner, Emma knew if she could sign undertakings remotely her practice didn't need to come to a halt when she was away.

So, the law firm started using electronic signatures; however, Emma was worried these would not be accepted by other law firms.

“ *The signature process we were using, some of the law firms didn't accept it, so it would become an issue come settlement day.* ”

Despite advances in technology, the legal industry is known for cumbersome paper-based processes that contribute to a terrible customer experience.

Emma Stanley Law knew this.

BACKGROUND

By focusing on the client journey, Emma realised she could differentiate her law firm from the competition.

“ *We're very approachable, we're down to earth. We don't use legal jargon, so we pride ourselves on clients being able to pick up the phone and ring us. So, I feel like we set ourselves apart.* ”

Clients value responsiveness. Emma Stanley Law wanted to use digital signatures to move complex legal processes along quickly.

However, this wasn't going to be easy.

“ *I would pre-sign some undertakings manually. But then you have settlements with a very short turnaround, they just come up quickly.* ”

The other option was tedious and time-consuming - printing, signing and scanning paper documents.

It was a frustrating process.

One that Emma knew needed to change.

SOLUTION

When Emma Stanley Law first learned about Secured Signing, they knew they were on the right track.

Secured Signing's digital signatures are backed by Public Key Infrastructure (PKI) technology - the highest level of security and one that prevents forgeries. The tamper-proof seal gives you the assurance that the document cannot be changed once it's been signed. If the document is altered, it is no longer valid.

You'll also be notified of any changes. Digital signature solutions provide an audit trail, a record of the sequence of signing, including timestamps.

“ I spent quite a bit of time looking up the options, reading about the differences between electronic and digital signatures.

Emma Stanley Law began using Secured Signing to sign undertakings while Emma was out of the office.

The firm also used Secured Signing to sign Housing New Zealand Solicitor Certificates.

The entire team had access to the system, so staff could send undertakings for Emma to sign, no matter where she was. Emma could complete the signing process from any device. This means that the firm could immediately accommodate walk-in clients and send their documents to Emma for same-day signing. Research shows clients value speed and ease when accessing legal services, and this kind of responsiveness set Emma Stanley Law apart.

Because Secured Signing meets all the requirements for legally binding digital signatures, all undertakings have been accepted by other law firms.

SOLUTION

These criteria include:

Signatures date and local timestamp

Signature's purpose to clearly capture intent

By meeting these requirements, Emma Stanley Law had reassurance the documents would not be rejected, avoiding any delays in client's settlements.

RESULTS

Since using Secured Signing, it's never been simpler for Emma to finalise client transactions, no matter where she is.

“ *I've been out of the country and I can still sign undertakings on the day. I just go on my phone.* ”

All the staff have been set up on the system, so they prepare the document and send to Emma.

“ *It's just a matter of logging in and checking what you're signing and pushing a button. It's not complicated. It takes 5 minutes.* ”

By adopting digital signatures, they've made the home buying process easier for their clients.

“ *Technology is really important to me. I wanted to be a paperless office. Secured Signing fitted in with that model. I wanted to make the most of technology, and I knew that if I did that we'd run a much more efficient practice.* ”

As a direct result, Emma Stanley Law has the ability to take on more clients.

“ *It's another way of being efficient. The more efficient you are, the more room you have for more clients, and you're able to build your client base that way.* ”

Emma has also been able to find greater flexibility in her practice.

“ *It's given me the flexibility to be involved in other things outside of work that are important to me.* ”

RESULTS

Now, Emma Stanley Law no longer has to worry about whether their digital signatures will be accepted. And thanks to Secured Signing's digital signatures, Emma has more time to get to the things that matter: one-on-one client engagement and meaningful pursuits outside of work.

On top of that, client information is protected.

Studies have found clients expect fast, simple ways to access high-quality services. By using technology and excellent customer service, leading organisations will leap ahead of the competition.

Gal Thompson, Secured Signing's Regional Manager, said:

“ *Law firms are competing in the digital economy, with more clients expecting simple, secure ways to access legal services. We're proud to partner with Emma Stanley Law to meet these evolving client expectations. More and more modern law firms are turning to digital signatures to improve efficiency and profitability.*

Our clients report reduced errors, so there's less back and forth before finalising transactions. That's been a driver for enhancing the customer experience. We've also helped law firms improve archiving for signed documents, simplifying the auditing process.

ABOUT SECURED SIGNING

Secured Signing provides a comprehensive and secure SaaS digital signature service that delivers a full range of form completion and eSigning capabilities that combine advanced Personalised X509 PKI digital signature technology with easy-to-use, simple-to-deploy, compliant solutions. Secured Signing enables its users to utilise smartphones, PCs, any tablet device, with any browser, to capture their graphical signature, fill-in, sign and seal documents, and verify them anywhere, anytime. The Green technology saves paper and storage space while cutting back on power consumption and dependence on carbon-producing services.

For more information please visit:

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