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The customer challenge

Many customer journeys experience delays or breaks when the customer does not have the required documentation to hand, or they have to wait for documents to arrive in the mail. These delays lead to reduced customer satisfaction, longer process times and increased costs.



The vDoc solution

vDoc is an unassisted digital workflow solution that allows customers to seamlessly progress their own customer journey through the upload, download or signature of documents via a secure customer portal.



How does it work?

vDoc is accessed by the customer via a simple browser, accessible on a PC, tablet or mobile device. Using a password, customers can log into their own secure personal portal that will allow them to upload, download and sign documents at their convenience. Automated work flows manage the customer journey so that customers are notified and reminded by email and SMS, and documents are uploaded and signed in the correct order.



vDoc at a glance

- Allows organisations to collect and distribute docs, gather electronic signatures.
- Browser based and simple to use.
- Enables omni-channel journeys controlled by the customer.
- SaaS functionality. Easy to implement and does not require long integration and substantial IT resource.
- Robust security and compliance credentials with full audit and archive functionality.
- Automated workflow functionality with SMS and email reminders.
- Cross device functionality across PC, tablet and mobile.



What can vDoc do for your business?

- Increase conversion.
- Reduced costs.
- Improved compliance.
- Improved customer satisfaction.
- Reduced completion time.
- Deliver ROI within 3-4 months.

11 day reduction in process time (Top UK bank)

Application time reduced by 9 days (Top UK bank)

92% customer satisfaction score (Top UK bank)

Improved Loans dropout by 25% (Top UK bank)



Streamlining Difficult Customer Journeys