

SMARTIQ™ + DocuSign®

Reimagine Digital Customer Engagements



Bring Digital Transformation to Life

SmartIQ and DocuSign have partnered to change the way the world communicates and conducts business. Say goodbye to old, expensive paper and forms-based manual processes. Say hello to mobile-ready, adaptive customer experiences that save time and build brand loyalty.

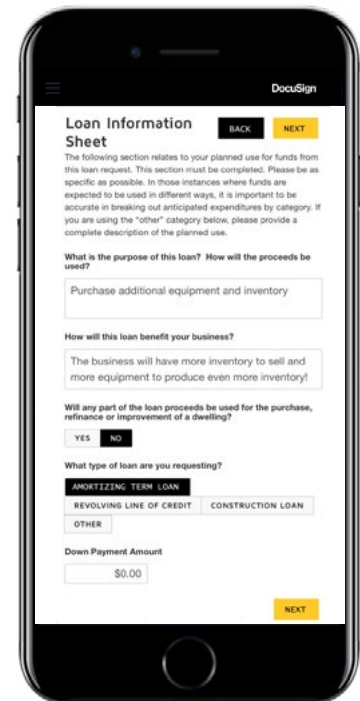
SmartIQ empowers customer-focused businesses and government agencies to streamline data-driven interactions along the entire customer journey, from acquisition and onboarding to servicing and growth. SmartIQ complements your investment in DocuSign, enabling industry-leading digital transaction management for customers, agents and employees.

Imagine guiding your customers through the simple, successful completion and electronic signing of data-rich applications, contracts, claims and other complex documents, in record time, through digital conversations instead of static PDF or HTML forms, all while eliminating manual processes and delivering results faster than ever.

Together, SmartIQ and DocuSign enable you to gain efficiency and elevate your brand through a modern, reimagined customer experience:

- Rapidly transform PDFs and HTML forms into **intuitive adaptive interviews** that can seamlessly move from desktop to mobile
- Seamlessly connect to your core systems of record to make your **interactions smarter and more relevant**
- Incorporate **experience-driven workflow** to manage reviews and approvals
- **Speed up transactions** and customer response time with integrated DocuSign e-signatures
- Deliver personalized **documents and document packages on demand** in real time for e-signature

SmartIQ's low-code, solution-ready platform reduces the development time of new digital applications by **more than 75%**





3X Revenue Growth

Digital transformation leaders vs. laggards

Success Story: Republic Bank

This Kentucky-based financial services firm wanted to develop and maintain digital processes for new account opening, commercial loan applications and account servicing activities. It adopted a combination of SmartIQ and DocuSign to address these needs and support its digital transformation initiatives.

With the combination of SmartIQ and DocuSign, frustrating manual processes become intuitive, guided user experiences that make it easy to do business with you — and by offering more engaging customer interactions, you can grow your market share.



Mobile-enabled Adaptive Experiences Replace Static Paper/Web/PDF Forms.

SmartIQ's web-based, easy-to-use, drag-and-drop form and template designer tools can be used by anyone who owns the business process. Adaptive, guided experiences can be quickly built and maintained without coding or IT intervention, which makes it easy to produce, review, and approve data, content, and final documents. SmartIQ saves time and reduces frustrations by guiding customers through these adaptive interviews, eliminating complex instructions while ensuring that the correct information is collected accurately.

SmartIQ Use Cases

Leading financial institutions, insurance companies, government agencies, and other enterprise organizations use SmartIQ for:

- New business applications
- Loan documentation
- Regulated, industry-standard forms
- Sales proposals and quotes
- Claims and service requests
- Agreements and contracts
- And more!



Quick Connectors Enhance Personalization and Drive Efficiencies.

With SmartIQ’s Quick Connectors, data can be brought in from existing CRM, ECM, and Web Content Management systems — or from other core systems of record. Customers can move from desktop to mobile, making their interaction with you fast and convenient, not to mention personalized.

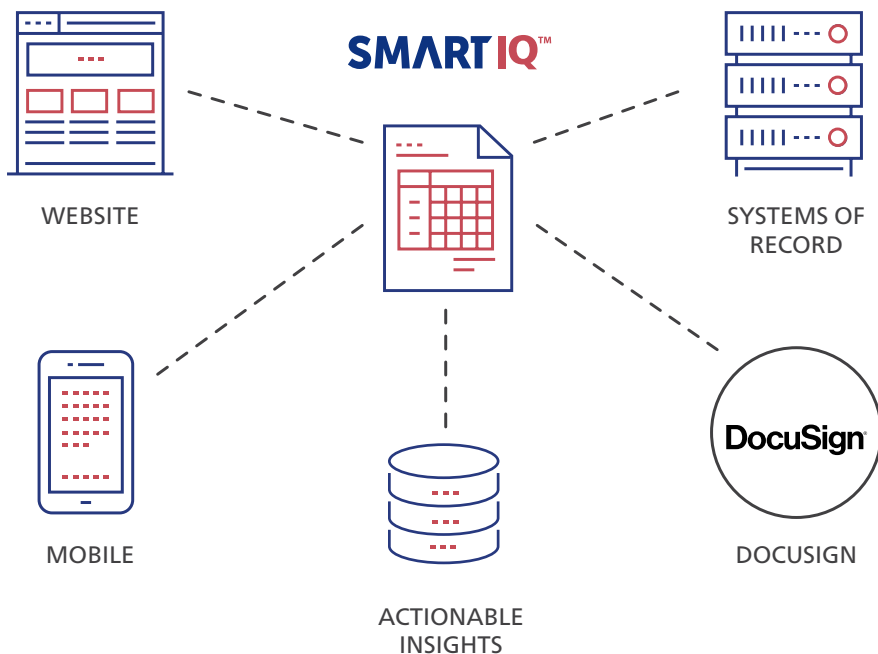
41% of revenue will come from digital business by 2020

Adaptive self-guided interviews reduce the time to complete new business applications by **75-85%**



Experience-Driven Workflows Make Business Process Management Easier.

SmartIQ features a fully integrated, customizable workflow engine so you can initiate and route tasks based on the customer’s unique experience and needs, either in specific order or in parallel to other activity. And, with the integration of DocuSign, electronic signatures can be incorporated into any workflow, reducing friction and making the experience appear seamless to your customers. You are empowered to streamline collaboration, reviews and approvals with reduced risk of error, while also supporting regulatory compliance requirements.



Utilizing adaptive experiences, the platform collects data information, guiding people through agile digital processes through to final transactions.



On-demand customer communications increase engagement and ensure compliance.

SmartIQ enables fast, accurate production and delivery of personalized, data-driven documents, emails and other digital communications.

You can produce multi-channel, multi-format outputs tailored to individual business requirements and delivery methods, such as Microsoft Word, PDF, SMS, email, XML/HTML, Excel and PowerPoint — even industry-standard forms for archiving.

SmartIQ can help reduce calls to contact centers by 45%

To Learn More Visit

www.smartcommunications.com/docuSign

Smart Communications™ is the only provider of a customer conversations management platform. More than 500 global brands rely on Smart Communications to deliver smarter conversations across the entire lifecycle—empowering them to succeed in today’s digital-focused, customer-driven world while also simplifying processes and operating more efficiently. This is what it means to scale the conversation. Smart Communications is headquartered in the UK and serves its customers from offices located across North America, Europe, and Asia Pacific. The Smart Communications platform includes the enterprise-scale customer communications management power of SmartCOMM™, forms transformation capabilities made possible by SmartIQ™ and the trade documentation expertise of SmartDX™. To learn more, visit smartcommunications.com.

SMART 
COMMUNICATIONS™

www.smartcommunications.com

Connect With Us

