



75%

reduction in the contract signing process



Customers can now sign and return contracts online



Company
AvantiGas



Industry
Utilities



Solution
eSignatures



Implementation
API

AvantiGas is one of the UK's leading suppliers of versatile, renewable and safe off-grid LPG (Liquefied petroleum gas) energy solutions. They efficiently deliver energy products to homes and businesses across the nation to serve various sectors and needs, including Agriculture, Catering, industrial processes and more.

How AvantiGas reduced their contract signing cycle with Yoti

Challenge

AvantiGas wanted to digitally modernise its contract management processes and streamline communication with customers. Their current processes, using costly postal paper-based contracts, when onboarding new customers in some cases would take up to 31 days to complete. It was even harder within different departments to monitor contractual activities and know where contracts were in the deal cycle.

AvantiGas needed a solution to improve their contract response rate, reduce contracts return time, and provide a better way to track and report on contractual activities effectively.



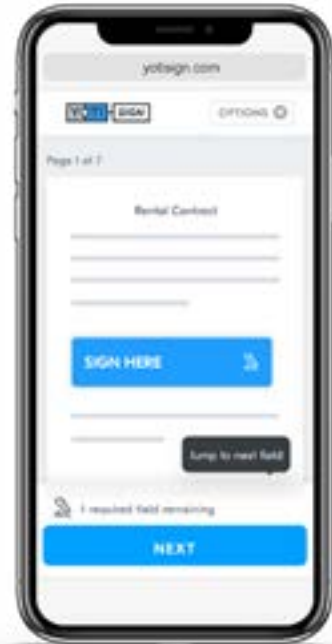
“Our current processes weren't meeting our customers' communication expectations. There had to be a cheaper, faster, and better way of doing business with our customers.”

Simon Ashton - Project Manager

Solution

AvantiGas were especially diligent in their analysis of eSignature providers. They believed using an eSigning solution should remove the need to conventionally sign contracts, reduce the cost of traditional postage and help them communicate with customers effectively. The right solution had to be the best fit for these needs.

After meticulous analysis of different eSigning platforms available in the UK market, AvantiGas chose Yoti for our easy to use platform, flexible integration methods and attractive pricing. We meet all their essential eSigning needs. They needed a customisable signing order, the ability to add editable fields, produce templates, set automated reminders, bulk send and receive an entire document history.



“After reviewing the eSign market, Yoti’s solutions stood out as value for money with a user-friendly system that is easy to implement. Due to [the pandemic], we decided to go for a simple ‘out of the box’ solution to enable us to integrate an eSigning solution quickly and effectively.”

Simon Ashton - Project Manager

Results

AvantiGas got set up with our easy-to-use web portal in a matter of minutes. Firstly, they adopted our eSignatures platform across multiple teams with the most need: Sales and Retentions, Human Resources, Internal Support, Commercial Support and Procurement. After they saw how much time they were saving, all other teams were quickly set up on the platform with ease.

Each team can now quickly onboard new customers, provide a better supplier switching process and manage customer contracts. Additionally, our eSignatures platform is giving them a better method of contracting new and existing employees. They can now generate document templates and securely bulk send them to multiple signers - a task that previously took weeks to complete. As a result, AvantiGas has reported a 75 per cent reduction in the turnaround time to have customers sign and return contracts.

During the pandemic, a quick and adaptable solution was in demand. After a year of successfully using our web portal,

their next step was to integrate the eSignatures platform via our API, and have documents eSigned within their customer onboarding process.

AvantiGas wanted a higher level of automation for their signature process, further streamlining their document workflows. Now, each team can set a document signing order, so that two recipients can sign at the right time. Plus, teams no longer need to drag or drop signature, date and text fields manually with automatic tagging.

Our eSignatures platform helps them reduce cost, speed up their contract management and signing processes time. In addition, they were impressed with how scalable our solution was in order to meet their requirements, and how much active account support they received during the implementation and after the completion of the sale.

Contact us at yoti.com/business