How adoption of e-signing solutions impacted **Ashford Borough Council**

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The **challenge**

Located in Kent in South-East England, Ashford Borough Council organises public services for its 75,000 citizens. Council employs more than 400 people and over 5.500 council owned properties.

Ashford Borough Council approached Yoti Sign with **specific business needs**. The key problems for Council were wasted admin time, costly existing processes and the amount of paper being used. As well, the Council was not able to operate as effectively while working remotely.

Requirements for the **e-signing solutions** were:

Admin
time reduction

Exceptional
cost effectiveness

Positive
environmental impact

The **solution**

After identifying Ashford's business problems, the Yoti Sign team suggested usage of features available on Yoti's e-sign platform that would transform the internal operations.
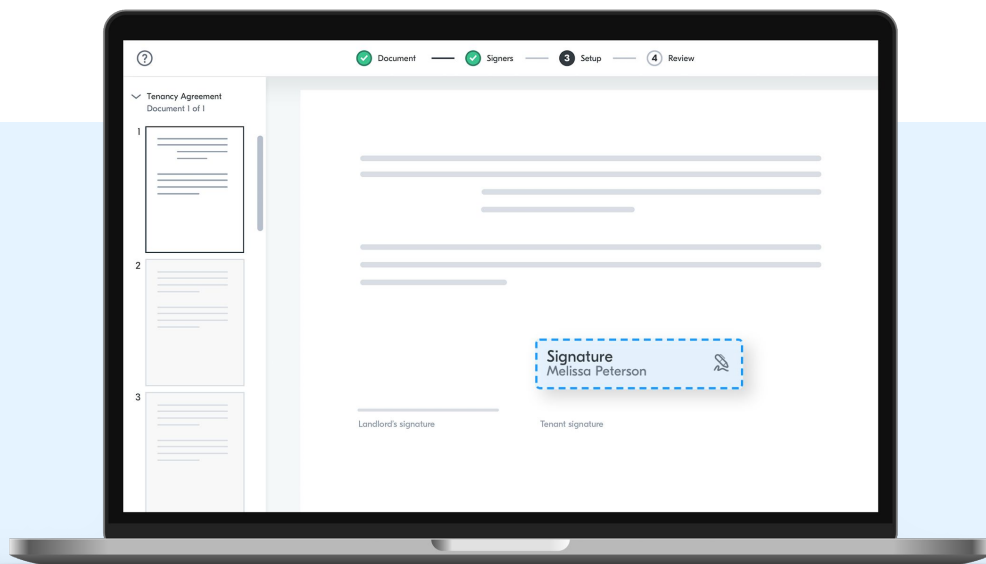
Templates

Ashford Council has digitised the following documents:

- Tenancy agreement
- Sickness return
- Acceptance letters
- Recruitment letters

Using this feature, Council has decreased time and costs associated with admin tasks.

- **Bulk send -** Allowed to send documents to a large number of employees
- **Signing order -** Organised signing and the exchange of documents by employees based on their role or seniority
- **Reminders -** Improved documents turn around

The **result**

Ashford Borough Council gave key stakeholders access to the Yoti Sign platform. After seeing significant improvements in speed and efficiency, the Council doubled their number of users and extended the platform to other departments, such as HR, housing and garage officers.

Successful implementation resulted in:
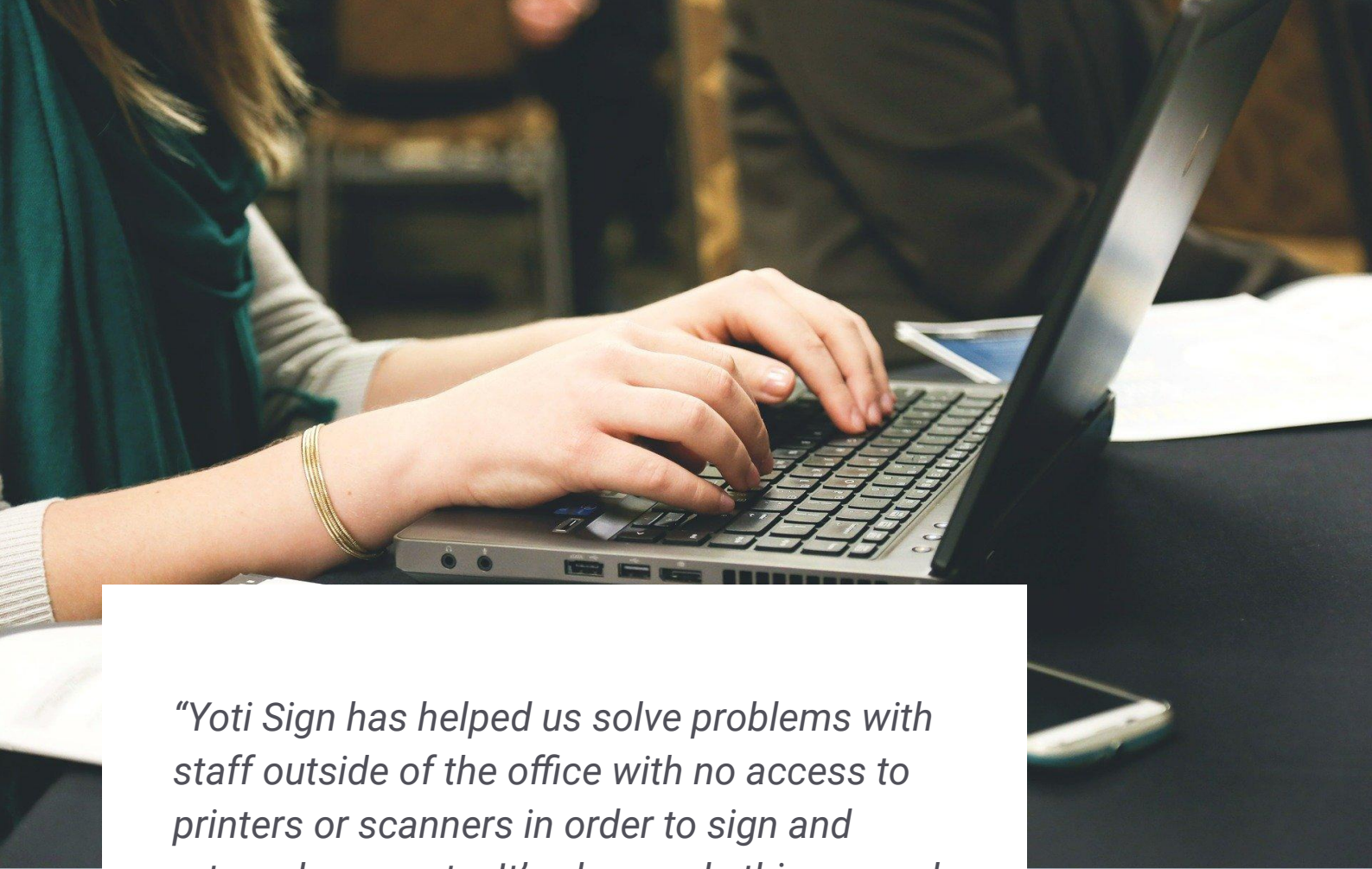
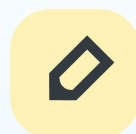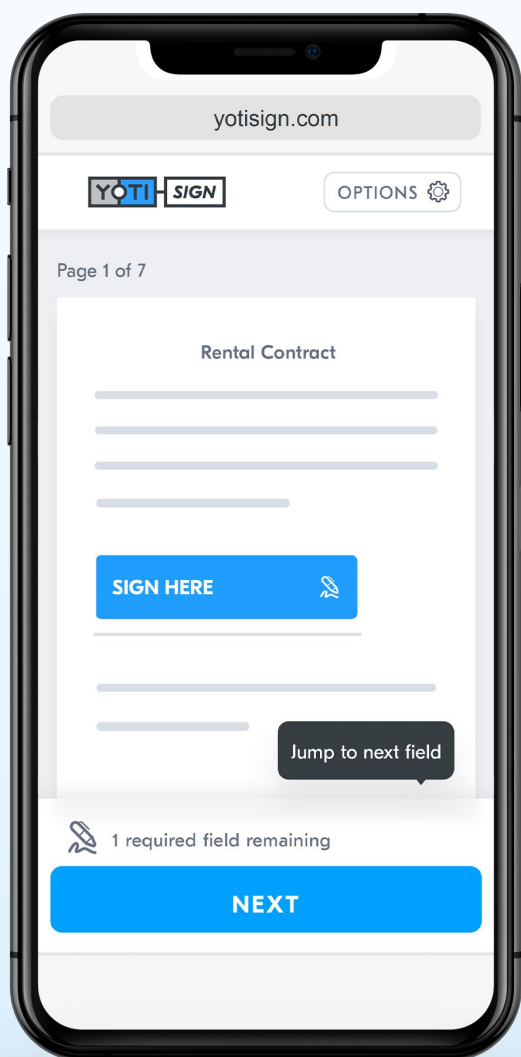Decrease of **admin costs**

Better **document management**

Improved **efficiency**

"Yoti Sign has helped us solve problems with staff outside of the office with no access to printers or scanners in order to sign and return documents. It's also made things much easier for those on maternity leave or long-term sick leave.

The process of signing employment contracts has been streamlined which has saved time, money in printing costs and created environmental efficiencies as well. It has also resulted in much quicker response times from those that need to sign, meaning everything gets moved along faster."

HR Manager - Ashford Borough Council

About **Yoti Sign**

Yoti Sign provides all the e-signing essentials your business needs to get documents signed faster. Choose our simple **one-click email authentication** or request recipients sign via the Yoti app for identity verification at the point of signing.

Our customisable levels of authentication help businesses meet their compliance needs across highly-regulated sectors such as **government, finance and aviation**.

As a **B Corp**, we're committed to helping the third sector and proud to support the NHS with digital ID cards.

Tested and approved by

HM Government **G-Cloud** Supplier

B Corporation

Security certifications

AICPA SOC 2 Formerly SAS 70 Reports

ISO 27001 Certified

Contact us to discuss how our solutions can help your company grow

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