

How did Hertz shift to a fully digital Customer Experience?



Qualified Digital Signature on Tablets for POS!

Product page:

http://bit.ly/sign_on_tablet

Executive Summary

Hertz Israel were looking to facilitate their clients with a fast, easy, intuitive way to sign agreements and receive them by email. ComSignTrust Point Of Sale Solution allows their customers to sign directly on tablets, enjoy shortened lines and a friendly (also for the environment) process. The group enjoys an efficient, cost effective, secure and legally binding digital workflow.

Challenges

Hertz Israel operates leases and rentals of over 35,000 vehicles. The challenge was to shift to a fully digital, automated electronic system at all customer service stations and get rid of the entire use of paper.

Hertz is a world's leading vehicle renting organization, operates from approximately 7,700 locations in 145 countries worldwide.



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The change:

ComSignTrust POS Solution improved the customer's experience in terms of:

- Cutting transaction time by at least half.
- Reducing paperwork, related costs and human errors.
- Providing an advanced digital customer's experience with the newest technology available on the market.
- Enhancing client's data security & privacy level

The results:

- Improved customer service and experience with new, trendy, innovative technology.
- Saves valuable time and significant costs.
- Legally binding and secure workflow.
- Easy to activate and simple UI.
- Gaining full control over paperwork processes.
- Easy search and found of documents.
- Eliminates the use of papers and printers.
- Becoming an environment - friendly organization!

The solution: main features

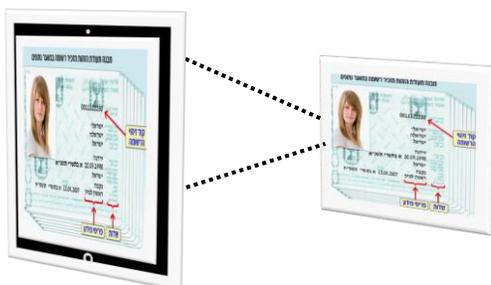
Fully synchronized screens (clerk/customer)



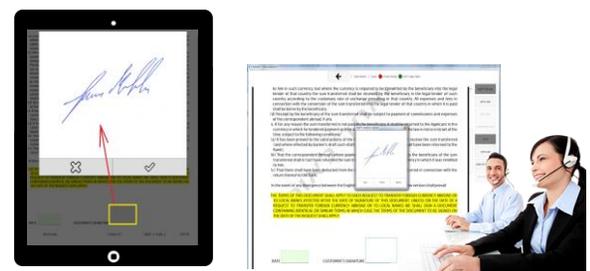
Form Filling by clerk/customer



Document Scanning by the tablet camera



Customer Signing on Tablet



Watch the video



Are YOU considering an improved customer's experience?

Are YOU thinking about automating workflow to sign & send documents?

If so, click here