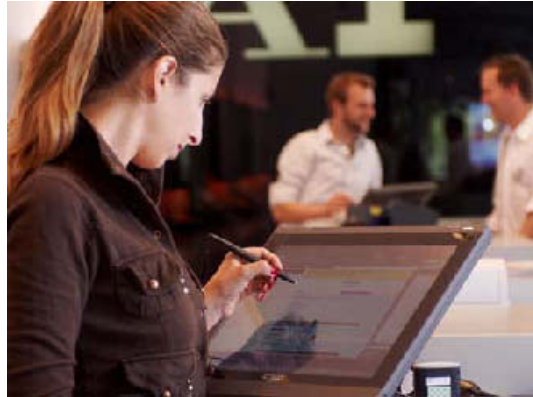


xyzmo fits A1 SHOPS with 200 SIGNificant signature terminals

SIGNificant is a digital signing solution to enhance point-of-sale service efficiency.

SIGNificant enables full automation of your document workflow, resulting in cost savings, shorter waiting periods and higher customer satisfaction.



Highlights

- Client:** mobilkom austria AG
- Product:** SIGNificant
- Number of signature stations:** approx. 50 A1 SHOPS with more than 200 users
- Dr. Hannes Ametsreiter**
Director of Marketing, Sales and Customer Service, and Marketing Director of Telekom Austria TA AG
“With this touchscreen-based digital signing technology we have opted for a customer-friendly solution. This innovative and secure method to sign contracts makes for quicker and more convenient internal processes at A1 SHOPS, leaving more time for customer advice.”

The Enterprise

- mobilkom austria AG**
With more than 3.8 million customers and a market share of 39.6 percent, mobilkom austria is Austria’s leading mobile phone operator.
mobilkom austria is also innovation leader - this is highlighted by it’s launch of the world’s first GPRS network in August 2000, one of Europe’s first commercial UMTS networks in April 2003 and HSDPA in January 2006.

Challenge

mobilkom austria wanted to substantially reduce the organisational costs brought on by the ever-increasing paperwork required for day-to-day business. Until then, Customer Service and Documentation had been completely paper-based. A number of forms had to be completed with lots of details for every transaction – from registering new customers to stipulating service conditions and recording individual customer requirements

The company recognised the need to put in place a reliable and efficient system with improved and automated processes and document management functions.

To this end, the company considered implementing digital signing technology in order to minimise the use of paper at the point of sale. Printed copies of contracts are to be handed out to customers only if expressly requested. Instead, contracts were to be sent to customers by e-mail, where they would arrive instantly.

By introducing digital signature terminals in its A1 SHOPS, mobilkom austria once more asserted its position as the Austrian market leader and its innovation leadership.

SIGNificant by xyzmo offered the solution that met all the requirements.

Solution

Based on a patented procedure xyzmo offers a reliable solution for digital signatures. The process essentially remains the same for customers: as before, they will sign the contract. This time, however, the contract will be signed digitally using a special pen and an interactive display manufactured by WACOM. xyzmo developed the interface to mobilkom austria's CRM system in cooperation with CSC Austria.

Full integration with the existing systems was achieved within only a few days. Nothing at all changed in the company's business procedures.

SIGNificant allowed the company to implement an infrastructure for paperless workflow management and improved document editing. Now duplicates of documents and the need for extensive document archives are a thing of the past. The efficiency of the applications was enhanced significantly.

"The xyzmo technology deployed in our A1 SHOPS has performed very satisfactorily, not just in terms of user friendliness but also in terms of efficiency. Digital signing takes A1 one step further in service quality. As customers sign contracts on the screen directly, contracts no longer need to be printed out for signing and are saved directly in the system."

Wide Benefits

- Reduction in paper, scanning and archiving costs.
- As the company has more than 3.8 million customers, this sends a clear signal on behalf of environmental friendliness: in Austria alone, mobilkom austria uses 1.5 million A4 printouts and 24,000 toner cartridges less per year.
- Digital signing means that the contract details are available immediately to the company head office, thus significantly accelerating the invoicing procedure.
- An additional benefit for customer service is that contracts are sent to customers by e-mail.
- Mobilkom austria has once again proved its leadership in innovation and technology.

Christian Spazierer
Head of Administration
Technical Service Center

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xyzmo[®]
the next generation digital signature

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