

# Intelledox + DocuSign

## Reimagine Digital Customer Engagement



### Bring digital transformation to life

Intelledox 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.

The Intelledox Infiniti platform 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. Infiniti complements your investment in DocuSign, enabling industry-leading digital transaction management (DTM) 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. And, imagine eliminating manual processes to deliver results faster than ever.

Together, DocuSign and Intelledox 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

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



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## Digital Transformation Made Simple



With the combination of Intelledox Infiniti 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.

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**3X REVENUE  
GROWTH**  
Digital transformation  
leaders vs. laggards\*

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**Mobile-enabled adaptive experiences replace static paper/Web/PDF forms.**

Infiniti'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. Infiniti saves time and cuts frustrations by guiding customers through these adaptive interviews, eliminating complex instructions while ensuring that the correct information is collected accurately.

### 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 Intelledox Infiniti and DocuSign to address these needs and support its digital transformation initiatives.

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### Intelledox Infiniti Use Cases

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

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

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## Digital Transformation Made Simple



### Quick Connectors enhance personalization and drive efficiencies.

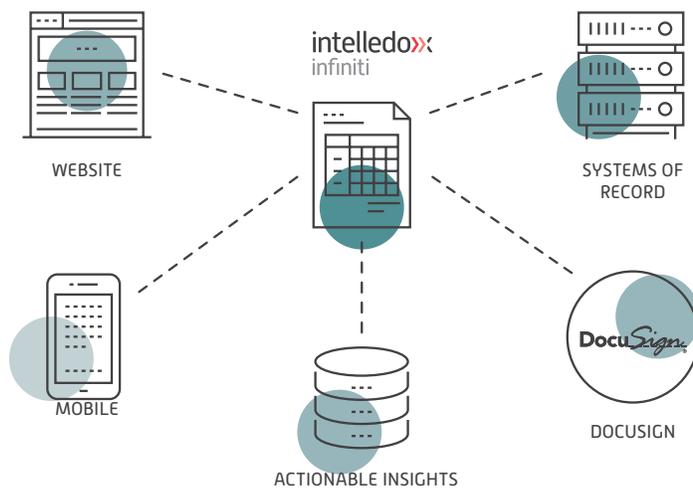
With Infiniti's Quick Connectors, data can be brought in from existing CRM, ECM, and Web Content Management systems — or from other core systems of record. Customers can move from desktop to mobile, making their interaction with you fast and convenient, not to mention personalized

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



### Experience-driven workflows make business process management easier.

Intelledox Infiniti incorporates 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. Streamline collaboration, reviews and approvals with reduced risk of error. And, support regulatory compliance requirements.



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

41% OF REVENUE  
will come from  
digital business  
by 2020\*

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## Digital Transformation Made Simple



**On-demand customer communications  
increase engagement and ensure compliance.**

Intelledox Infiniti 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.

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## Infiniti can help reduce calls to the contact center by 45%

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Learn more and request a demo at  
<http://www.intelledox.com/docusign>

### Contact Us

Contact an Intelledox Digital Transformation Expert near you and let us show you how you can realize the benefits of digital transformation in your organization.

[info@intelledox.com](mailto:info@intelledox.com)

Canberra Sydney New York Dallas Singapore

### About Intelledox

Intelledox is empowering customer-focused businesses and governments to reimagine the customer experience with digital transformation solutions.

More than 140+ global customers and millions of users worldwide, including top insurance companies, financial services firms, and government agencies, trust the Infiniti platform to enhance customer engagement, increase customer satisfaction, streamline efficiency and drive down operational costs. With North American headquarters located in Dallas Texas, Intelledox has offices in New York, Singapore, Sydney and global headquarters in Canberra, Australia.

### References:

Create an Industry Vision for Digital Business, Gartner, 2016

### Harvard Business Review 2016:

Accelerating the pace and impact of Digital Transformation