



The Antwerp police digitally signs reports with Connective eSignatures

“Thanks to Connective eSignatures we could **modernize** our Information Management & ICT infrastructures resulting in a reduction and even elimination of the majority of administrative tasks.”



A central digital signature platform for Digipolis and all its stakeholders

The time and effort police officers spend on dealing with paperwork and red tape is tremendous and keeps them away from important front line police work. Consequently, modernizing the Information Management & ICT infrastructures of police services has become crucial. In their journey to become a digital mobile force, the Antwerp police was in search of a flexible, secure and intuitive digital signature platform. With this platform they wanted to enable the use of digital signatures and replace the traditional handwritten or ‘wet’ signatures on pa-

per so paper documents would become obsolete. To set this up they asked their ICT service provider, Digipolis, to initiate a thorough selection procedure for a reliable software vendor of digital signatures.

Once a comprehensive list of requirements was assembled, Digipolis started their search of an open digital signature platform that could potentially serve all of its customers (the Antwerp police and Ghent, City of Antwerp, CPAs Antwerp, City of Ghent, OCMW Ghent, ...) with an initial focus on the Antwerp police. Thanks to the strong focus on security, flexibility and ergonomics, the Connective eSignatures platform has lived up to all aforementioned requirements. So after an extensive selection procedure, Connective was chosen as Digipolis’ trusted partner.

ABOUT DIGIPOLIS

Digipolis, founded in 2003, is an extension of the administrations of the City of Antwerp and Ghent with specific competences and responsibilities in terms of IT. Additionally, Digipolis delivered services on a daily basis. They develop software and implement hardware, network and telephone infrastructures. Furthermore Digipolis also services their colleagues at the Antwerp police and in so doing has achieved to complete several large ICT projects successfully. They continuously aim to offer a qualitative and stable support of the operational applications & infrastructures.

Going digital is easy, when it's Flexible, Secure & Intuitive!

1 Flexible

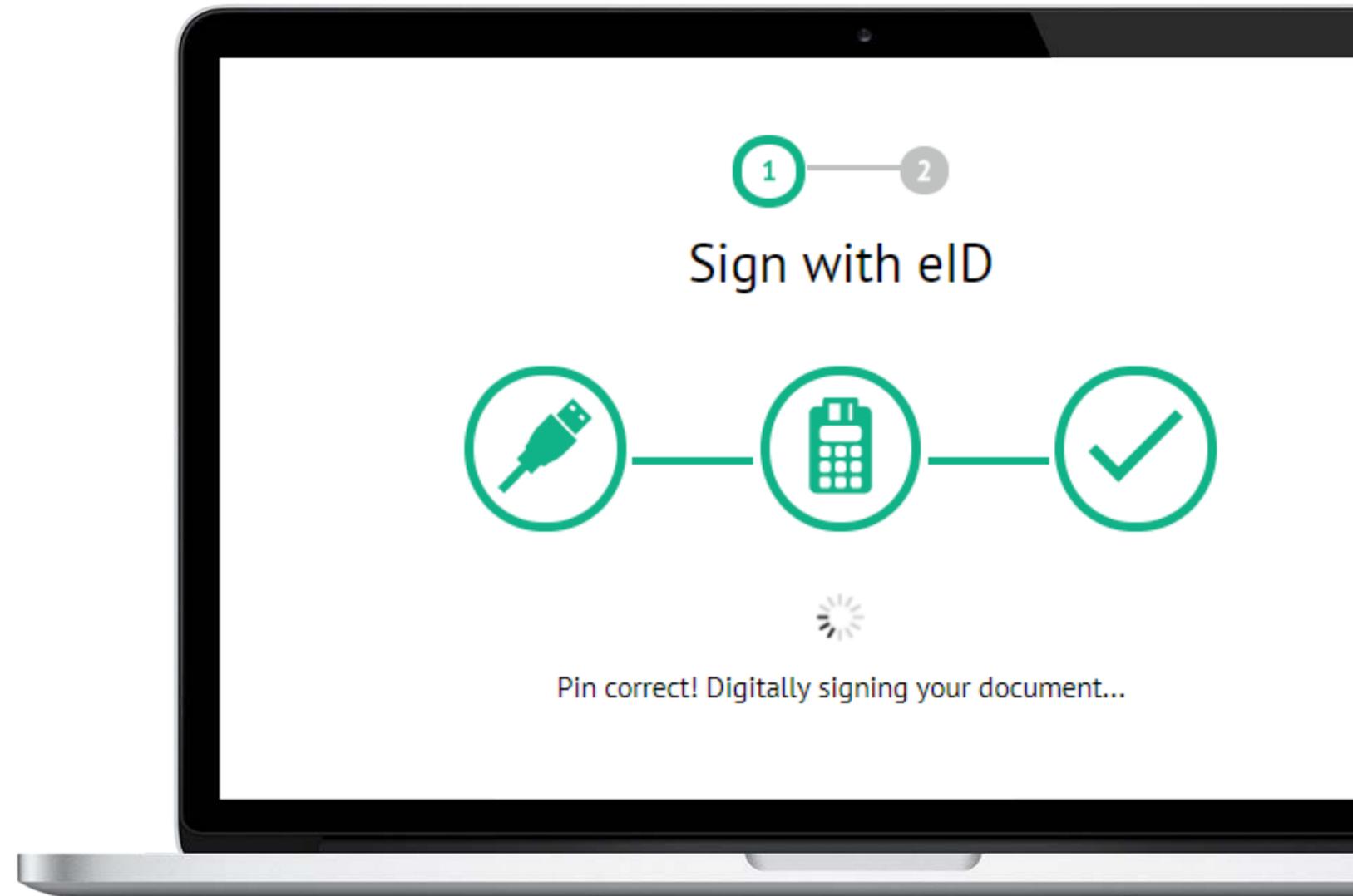
A flexible solution was essential, as the Antwerp police wished to integrate the signature platform into several existing business applications for the digital signing of all kinds of (A) confidential documents (police reports, interrogation reports,..) and (B) data (video files or data files of hearings, evidence,...).

2 Secure

Given the confidentiality and the nature of the documents and information, security was of utmost importance. The signature platform needed to be installed within the security walls of the Antwerp police, both in an 'open' administrative network for the citizens as a 'closed' highly secured network for the police. Additionally, every electronic signature had to be compliant with eIDAS Regulations. The Connective eSignatures allows signing with the Belgian eID (.beiD), being a qualified digital signature and the legal equal of the handwritten signature on paper. They warrant authentication, integrity, confidentiality and provide non-repudiation in accordance with the European regulation and standards.

3 Intuitive

Knowing that the platform would be used by a diverse variety of profiles in numerous environments, all requirements had to be put in practice without compromising on usability. To assure a high acceptance and adoption rate Connective ensures the end-user with a "one-click" experience, regardless of device he or she is using.



Seamless integration through API's

The Connective eSignatures platform provides a very wide use and range of flexible features for placing and validating (qualified) digital signatures on documents. And in addition to many other solutions it even allows to sign other types of data like for example video recordings, image evidence,....

By seamlessly integrating the available API's/webservices

into existing systems and applications of the Antwerp police, all these signature functionalities became available to the police officers for a wide range of use cases. First of all, one or more users can sign individual documents or even packages of documents with their eID in a very easy and intuitive way. This can be in a mandatory or optional order depending on the process. Secondly, by defining specific roles and dependencies, the software can allow users to bulk sign documents & data. And third, the validation of digitally signed documents can happen in an automated way. Meaning that there is no more need to perform any manual and

visual validation check and depending on the nature of the business process, the correct functionality of the signature platform can now be addressed.

In order for digital signatures to be broadly accepted by all users alike, it is important that the solution is flexible and provides strong security. But above all it is crucial that it is easy to use. The combination of all these aspects with a unique user-experience, where the user is guided through the signature process by self-explanatory wizards, is what makes the Connective eSignatures solution truly innovative.

"We implicitly asked to create a signing flow as natural as possible to ensure user adoption. Connective really managed to even surpass our expectations in terms of customer experience & convenience."



Ronald Tack
Chief of the Antwerp police

Signing digitally results in tremendous **time- & cost savings**

Paper-based processes were typically characterized by a high administrative burden for the Antwerp police: they depended on employee administration, tardy postal services, and other inconvenient operations. Since the eSignatures implementation in December 2016, when they started signing their reports digitally, most of these cumbersome steps have been eliminated. Which in turn offers significant time- and cost savings.

Furthermore, the paper-process of obtaining a signed report could take several days for the Antwerp police. In addition this process was prone to errors like users placing their signature in the wrong spot, not signing on all designated pages or taking exception to a certain clause in the documents and refusing to sign. With the Connective eSignatures solution, a legally valid digital signature can instantaneously be placed. There is no longer a delay between drawing up - and signing the report nor is there a delay between signing - and distributing the document.

Change management is key. Users accept going digital if and when the processes are intuitive and extremely easy to use. Digipolis and Connective have invested a lot in guiding the end-user towards the new process. An important learning here is that a fast and intuitive digital signature process that only requires a few mouse clicks, convinces even the biggest opponents.

After the successful integration of the Connective eSignatures solution at the Antwerp police, Digipolis now plans to also adopt the platform at other city services and departments.

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Connective is a key player in delivering European Identity services & digital signature solutions. With our Digital Transaction Management software we enable businesses and other institutions to transform any paper-based customer journey (e.g. digital onboarding, KYC and contract management) into an unparalleled digital user experience.