

CASE STUDY

Lockyer Valley Regional Council enhances document security, visibility and efficiency with Secured Signing.



Digital signatures were on Lockyer Valley Regional Council's technology roadmap for a few years.

Anjana Ranatunge (Coordinator ICT Projects and Business Operations) led the discovery stage, which involved bringing departments together and understanding the business requirements. Once the use cases and document processes were defined, they approached the market.

Budget was allocated for a digital transformation project to align with the organisation's sustainability goals to reduce printing, scanning, sending, and storage of their signed documents.

Evaluation

Key considerations before entering the vendor evaluation process for digital signatures were reducing wait times and having greater visibility (who needs to sign, how do they need to sign, and when do they need to sign).

"We went through our vendor process including RFQ, evaluation and weighting of each digital signature vendor. At the time, we decided to choose Secured Signing, which in hindsight, was a good decision."

Anjana Ranatunge | Coordinator ICT Projects and Business Operations

Selecting Secured Signing

From an IT (Information Technology) perspective, the key benefits of Secured Signing were:

- **Security** - Public Key Infrastructure (PKI) elements of the platform.
- **Authentication** - Single-Sign On with Azure Directory.
- **Efficiency** - the workflows of the signing process.
- **Traceability** - the tracking and visibility of the signing process.

This covered the majority of the security aspects of Lockyer Valley Regional Council's organisation.

Evaluation & Selection

- 1 Lockyer Valley Regional Council enhances document security, visibility and efficiency with Secured Signing.



Implementation

“We know it was a good decision, because now, a lot of people cannot go without Secured Signing.”

The change management process for Lockyer Valley was straightforward as they had recently undertaken similar transformation projects prior to digital signatures.

“Once we ran through the system and had a trial period, there was greater buy-in and adoption.”

Lockyer Valley started off with a small group of people involving key personnel who were interested in using digital signatures for their specific use case- generating letters. It was a small project, but it was easy to see the opportunity that implementing a digital signature system would provide the organisation.

In the beginning there were between 20-30 staff, separated into two main groups, who started to use Secured Signing: Business Support and Engineers. Business Support staff were focused on generating letters, whereas the Engineers were focused on using the iSign and WeSign feature with their external Contractors.

Today, Lockyer Valley has 70 people using Secured Signing. The solution provided business continuity benefits allowing staff to sign and arrange signing from any location specially when COVID-19 hit, and staff were forced to work from home.

“At the end of the day, it is only the originator of the document that needs an account, everyone else can simply receive the documents and sign them. We do not even need to show people how to use the system. For example, when a new staff member joins, the product champion, or functional leaders as we call them, will undertake all the training.”

Anjana Ranatunge | Coordinator ICT Projects and Business Operations

Implementation

- 2 Lockyer Valley Regional Council enhances document security, visibility and efficiency with Secured Signing.



Using Secured Signing

Lockyer Valley Regional Council implemented Secured Signing across the organisation as their Enterprise Digital Signing platform. Unless the document in question needs a wet signature (such as a court order) or if it requires stamping.

"It's a very handy tool to have."

Secure Signing for Any Document

Being a small-to-medium-sized Council, most internal staff are utilising the Secured Signing platform.

"Whether it's certificates, community notifications, or food licenses, we utilise Secured Signing across the organisation. Working from home or getting a customer to sign a document has never been easier than with Secured Signing."

Traceability

Traceability being a key consideration, the general workflows set up for their document signing processes enabled staff to get things done efficiently and stress-free.

"Definitely there is traceability with the audit trails but is also the completion emails being invaluable for records management with the right departments getting the right documents at the right time. From Payroll to HR, the workflows operate well and ensure nothing goes unnoticed."

Anjana Ranatunge | Coordinator ICT Projects and Business Operations

No More Paper

Secured Signing meant the staff no longer needed to print and scan signed documents, with the added simplicity of drag-and-dropping the completed files into the folders within their document management system.

Customer Support & Feature Requests

Customer support has been quick to respond. Additional feature requests have been developed by Secured Signing for the Council.

"Gal Thompson and Mike Eyal listened to our concerns and with quick turnaround, these features are now available to Lockyer Valley Regional Council, as well as any user within the Secured Signing platform."

Lockyer Valley Regional Council continues to use Secured Signing and has been seeing increased interest in the digital signature space. An example being local Australian councils approaching Lockyer Valley Regional Council for a referral, which they are happy to give.

Results

- 3 Lockyer Valley Regional Council enhances document security, visibility and efficiency with Secured Signing.



About Lockyer Valley Regional Council

The Lockyer Valley Region is a local government area in the West Moreton region of South East Queensland, Australia, between the cities of Ipswich and Toowoomba. It was created in 2008 from a merger of the Shire of Gatton and the Shire of Laidley.



To learn more about Lockyer Valley Regional Council visit <https://www.lockyervalley.qld.gov.au/our-council/about-council>

About Secured Signing

Secured Signing provides a one-stop digital signature service that delivers a full range of form completion and eSigning capabilities. Using advanced personalised X509 PKI Digital Signature technology, it is more secure than a plain electronic signature.



To learn more about Secured Signing visit www.securedsigning.com



securedsigning.com

helpdesk@securedsigning.com

New Zealand
202/29 Apollo Drive
Albany, Auckland, NZ
Ph: 0800 55 33 66
Intl Ph: +64 9 479 9044

Australia
Level 23
52 Martin Place
Sydney NSW, AUS
Ph: 1800 305 175

USA
800 W. El Camino Real,
Suite 180 Mountain View
CA 94040
Ph: +1 408-769-60188