



Select Customer Application Examples and Quotations

AlphaTrust PRONTO™ Server Software:

Introduction

Since its introduction in 2001, AlphaTrust's PRONTO™ Server Electronic Records and Signature System (ERSS) has been deployed in production use for a wide variety of customer applications. This document highlights selected actual customer applications in different industries.

[American Debt Control](#)

Application: Consumer Debt Consolidation
Production Deployment: March 2006

Description: With over 10 years of experience, American Debt Control has built a strong reputation in the industry with our ability to negotiate down unsecured debt on behalf of their clients. Their debt specialists can reduce client's unsecured debt 40% to 60% depending on the type of debt. American Debt Control uses PRONTO™ Server ERSS to automate the signing of customer service agreements and ACH authorizations for bank debit.

Customer Quote (Zack Anderson, President): "If I ever have any questions, concerns, updates that need to be done or whatever the reason I need to make contact with AlphaTrust they are always there. Always a very fast response time. Before using AlphaTrust we would wait on the client to mail in or fax their Enrollment Packets, with AlphaTrust we can get the signatures immediately and focus on new business. It has truly been a blessing for our company. AlphaTrust has just recently made some new advancements in the programming and the process is seamless. They have made it so self explanatory that our clients don't need much direction at all."

[AT&T](#)

Application: Equipment Human Resources and Sales Process Automation
Production Deployment: Spring 2005

Description: AT&T uses AlphaTrust's PRONTO™ Server ERSS as part of its internal human resources processes as well as in contracting approval processes for business to business sales.

[Automatic Data Processing \(ADP\)](#)

Application: Equipment Lease Financing (eLeasing)
Production Deployment: Summer 2006

Description: ADP Commercial Leasing provides leasing solutions to ADP clients for systems and software sold by other ADP divisions. ADP Commercial Leasing is implementing a fully automated lease paper work process using AlphaTrust PRONTO™ Server to review and sign a variety of lease documents online.

Baldwin & Lyons Insurance

Application: Insurance administration for Federal Express employees.
Production Deployment: January 2002

Description: Baldwin and Lyons administers employee insurance for Federal Express ground employees. This company needed a simple and legal method for collecting signatures on insurance applications and administrative documents that would meet both Federal and State regulatory standards. B&L deployed PRONTO™ Server to present their documents and collect electronic signatures over the Web. They have deployed our integrated Topaz e-signature pads at FedEx ground stations nationwide. B&L collects live signatures captured on the signature pads for each document presented through PRONTO™ Server software. The primary benefit is ease of use and avoidance of any paper handling costs.

BearingPoint

Application: New hire (staffing) documents.
Production Deployment: December 2002

Description: BearingPoint hires over 4,000 people annually worldwide. Processing paper new hire documents (offer letter, employment agreement, policy acceptances, background check permissions, etc.) were time and labor intensive. BearingPoint fully automated this process using PRONTO™ Server software from AlphaTrust to properly present documents for review and collect electronic signatures on all of their new hire documents. Immediate saving resulted from the avoidance of overnight mail and other paper handling costs. Additionally, BearingPoint was able to reduce the number of support administrators required from 1 per 4 recruiters to 1 per 8 recruiters. Intangible benefits included a better user experience and faster turnaround of documents. BearingPoint describes the ROI as a "no brainer". After a successful initial rollout in North America, the program has been expanded to Europe and Asia as well.

Broadway National Bank

Application: New Account Opening and Customer Paperwork Processing Automation
Production Deployment: Spring 2009

Description: Broadway Bank is a full service banking organization that is deploying AlphaTrust's PRONTO Server ERSS software in a variety of process automation projects. These projects include Internet facing customer account opening processes (including signature card establishment) as well as in branch and back office paper work automation.

Credit Solutions of America, Inc.

Application: Consumer Debt Consolidation
Production Deployment: Summer 2005

Description: Credit Solutions was founded to help people from all walks of life get a fresh start with their personal finances. They provide solid financial education with simple intelligent budgeting tools that impact their client's lives, including debt negotiation and consolidation. Credit Solutions uses PRONTO™ Server ERSS to automate the signing of customer service agreements and ACH authorizations for bank debit.

Finkelstein & Partners

Application: Client Management Systems for Legal Services
Production Deployment: Spring 2006

Description: Finkelstein (LawAMP) operates one of the largest plaintiff litigation operations in the country. They use AlphaTrust's PRONTO™ Server software to automate client management systems to be as paperless as possible.

HCC Insurance

Application: Bond Underwriting
Production Deployment: February 2007

Description: HCC operates a bond underwriting system to comply with various various state and local government regulations. HCC uses PRONTO™ Server software to fully automating the process of bid bond issuance. This application manages the presentment and collection of signature from government and commercial parties to a transaction.

Independence University

Application: Student Enrollment Forms and Documents
Production Deployment: May 2005

Description: Independence University is an online educational institution which had developed automated online enrollment systems, but was having students print forms and return them manually. PRONTO™ Server ERSS eliminated this step and now the full process is automated and has been expanded to loans as well as enrollment forms.

Ira Epstein & Company

Application: Futures and Options New Account Opening
Production Deployment: April 2003

Description: Ira Epstein is a commodities futures brokerage firm in Chicago, Illinois.. Opening new accounts is a detailed and complex process, with requirements imposed by federal various regulatory bodies (CFTC, NFA, etc.). AlphaTrust created a dynamic account opening process for all types of new accounts (individual, corporate, trust) that creates the appropriate document set and gather's required signatures from multiple parties. The result is a highly effective and efficient new accounts process for this firm.

Customer Quote (Ira Epstein, President): "Ira Epstein & Company began looking for a solution to automated New Account Forms for its Futures Brokerage Firm many years ago. We interviewed several firms and considered writing our own programming as well. After breaking down costs and comparisons with other vendors, chose AlphaTrust. The forms we first envisioned have changed with new regulatory requirements, including the Patriot Act. All the way through the transitions, we found AlphaTrust willing and helpful to develop new software code and involvement in getting the process to work and work properly. I would recommend all too seriously consider AlphaTrust."

MegaPath Networks

Application: Customer Service Agreements.
Production Deployment: July 2002

Description: MegaPath sells DSL and T1 Internet access largely to business customers nationwide. MegaPath needed a way to instantly quote and contract with a customer sold by its telesales operation. The primary impetus was to put in place contractual obligations that previously did not exist and to avoid account "churn" by customers canceling or changing service. AlphaTrust wrote an automated quotation and contracting system for MegaPath and integrated it with PRONTO™ Server ERSS software. The result is a system that can quote and contract customers in minutes. The telesales representatives generate a quote and PRONTO™ Server software notifies the customer via email. The customer reviews and signs the document which is then archived securely for later review. The customer receives a copy of their contract via email within minutes of signing. After a successful deployment for new T1 contracts, MegaPath plans to expand the contracting system to all of its product lines in the near future.

Money Management International

Application: Consumer Credit Counseling
Production Deployment: Spring 2004

Description: Money Management International (MMI) is a nonprofit, community service organization that provides professional financial guidance, counseling, community-wide educational programs, and debt management assistance. Since 1958, Money Management International (MMI) and its family of agencies have helped consumers regain financial control of their lives and reduce their debt liabilities. MMI uses PRONTO™ Server ERSS to automate the signing of customer service agreements and ACH authorizations for bank debit.

PlanFirst Financial Solutions

Application: Consumer Credit Counseling
Production Deployment: Spring 2005

Description: PlanFirst Financial Solutions certified financial counselors have assisted thousands of families. They are dedicated to providing professional and confidential counseling to aid and rehabilitate families and individuals who are in financial distress. PlanFirst Financial Solutions is committed to fostering community education on money management, budgeting and appropriate use of credit. PlanFirst Financial Solutions uses PRONTO™ Server ERSS to automate the signing of customer service agreements and ACH authorizations for bank debit.

Penn Foster (formerly Education Direct)

Application: Online Educational Services
Production Deployment: Spring 2005

Description: Penn Foster is the world's largest distance learning institution serving over 13 million students since 1890. Education Direct uses PRONTO™ Server ERSS to automate the student enrollment process.

[Pennwell Corporation](#)

Application: Customer Service Documents
Production Deployment: Fall 2005

Description: PennWell Corporation is a highly diversified, business-to-business media company providing authoritative print and online publications, conferences and exhibitions, research, databases, online exchanges and information products to strategic global markets. Pennwell uses AlphaTrust's software to process customer service request such as advertising insertion approval documents to speed customer services work processes.

Customer Quotation (Chris Hitch, Applications Development Director): "I enjoy working with AlphaTrust because they know me personally as a customer. I always speak to a person that I know at AlphaTrust not a voicemail or offshore answering service. We have integrated the AlphaTrust solution with our Online Sales Order Management software. The implementation was simple to accomplish and easy to maintain. The online signature solution allowed us to move away from requiring paper copies and allows us to send a an electronic copy of an order to a customer immediately when the order is entered for signature. Our customers find the online signature process easy to use and appreciate the quick turn around on receiving their completed order electronically."

[Surety 2000](#)

Application: Bid Bond Management System
Production Deployment: August 2003

Description: Surety 2000 operates a bid bond management system for various state and local governments, fully automating the process of bid bond issuance. This application manages the presentment and collection of signature from government and commercial parties to a transaction.

[Take Charge America](#)

Application: Consumer Finance - Debt Management
Production Deployment: Summer 2005

Description: Take Charge America is a not-for-profit financial and consumer credit counseling agency offering educational and debt management services. AlphaTrust's PRONTO™ Server automates the executing of debt management agreements and customer service contracts.

[Textura](#)

Application: Construction Industry Project Automation
Production Deployment: Spring 2005

Description: Textura's Internet-enabled construction payment services automate manual, paperbound processes to significantly lower costs, improve communication, and add visibility. The software is highly configurable, allowing participants to specify how individual projects are managed. Textura uses PRONTO™ Server ERSS to automate the signoff of documents in the project management life cycle.

The Newport Group

Application: Construction Industry Project Automation
Production Deployment: December 2003

Description: The Newport Group is a leading retirement services and asset management firm—specializing in the creative design, funding, and administration of qualified and non-qualified retirement plans, as well as co-fiduciary investment consulting services. The Newport Group uses PRONTO™ Server software to automate many aspects of customer facing financial service documentation.

Customer Quote (Bill Kennedy, VP Technology): "AlphaTrust's Pronto Server eSignature application, architecture and price point enabled Newport to take a leadership position relative to how electronic and digital signatures are used throughout the retirement and executive benefit plan space and, nearly 5 years later, we remain on the cutting edge."

Touchtone Communications

Application: Construction Industry Project Automation
Production Deployment: April 2005

Description: A full service communications provider, TouchTone Communications, has been serving customers across the country and internationally since 1993. They provide reliable Voice, Data/Internet, Wireless, and VoIP solutions to meet customer's individual needs.

Customer Quote (Gary Glodek, Executive Director, Retail Services): "Before we implemented AlphaTrust's E-Signature system, we were relied on a much more time consuming processing of verbal third party verification recordings in order to secure a customer's service. Once E-Signature was in place, it opened the door for us to acquire thousands of new customers through our website with a quick and efficient electronic method for customer authorization. Electronic signatures have been a great benefit for both our direct sales channels as well as our independent sales agents."

TYCO Electronics

Application: Online Educational Services
Production Deployment: Spring 2004

Description: Tyco Electronics supplies industrial electronic parts and equipment to several industries. Tyco uses AlphaTrust to automate the delivery and execution of distribution contracts and sales representative agreements to its extensive network of distributors and sales representatives.

Customer Quote (Noelle Marino, Distribution Business Manager): "AlphaTrust has simplified our agreement process DRAMATICALLY. We were faced with printing and mailing approximately 500 contracts, each 20+ pages in length! The money and time this service saves us is phenomenal."

US Federal Aviation Administration

Application: Pilot Licensing.
Production Deployment: September 2003

Description: The FAA is responsible for, among other things, licensing pilots and other professionals involved in aviation. After a long review process, the FAA selected AlphaTrust as their technology choice to automate the application process for pilots and other professionals. The FAA will be deploying a fully automated system for professional applications which will replace the current paper process. AlphaTrust's PRONTO™ Server ERSS software will provide the document presentment and electronic signature component of this system.

United States Department of Veterans Affairs

Application: Forms Processing
Production Deployment: Summer 2008

Description: The Department of Veterans Affairs uses AlphaTrust's PRONTO™ Server ERSS software in a variety of forms processing applications for benefits and other matters.

United States Military Academy at West Point (US Army)

Application: Cadet Applicant Processing
Production Deployment: Fall 2008

Description: West Point's cadet application process is fully automated using AlphaTrust's PRONTO™ Server ERSS software. From initial application to additional paperwork and internal file review and approval, the process is paperless.

US National Guard Bureau (US Army)

Application: Medical Records Review
Production Deployment: Summer 2004

Description: The National Guard Bureau uses PRONTO™ Server ERSS for automated signoff of medical records reviews. This process includes integration with the US Dept. of Defense CAC card (smart card) system used for authentication and digital signature.

Vista Financial (Performant Financial)

Application: Federally Guaranteed Student Loans (Consolidation Loans)
Production Deployment: Summer 2005

Description: Vista Financial consolidated federally guaranteed student loans (consolidation loans) online. PRONTO™ Server ERSS is a key component enabling the electronic signing of loans compliant with US Dept. of Education requirements as well as Federal and State electronic signature and record requirements. Their loans are sold into the secondary market.

Vurv Technology now part of Taleo)

Application: Staffing and New Hire Paperwork
Production Deployment: Spring 2005

Description: Vurv Technology is a commercial human resources applications provider. Vurv has licensed and integrated PRONTO™ Server ERSS into its on-boarding product, "Aloha", which it offers to its clients on a SaaS basis. Using Aloha, all new hire paperwork can be completed and signed online before a new employee arrives for the first day of work.