

HOW BAIL HOTLINE DECREASED COSTS BY 80% WHILE HAVING SIGNIFICANT GROWTH IN 2 YEARS



Bail Hotline[®]
Bail Bonds

Over the past 2 years, Foxit eSign has helped Bail Hotline meet its continued eSignature growth needs in a flexible and budget-friendly manner. In this case study, we will discuss the unique challenges that our client faced and how Foxit eSign offered helpful, integrative, and intuitive solutions to help them meet their goals.

To quote Bail Hotline, they seek to “change the image of the bail bonds industry, offer the consumer clear answers during a critical time of need, treat the consumer as you would a member of your own family, and offer payment plans to make bail affordable for all.”

How Bail Hotline Was Already Using eSignatures

When Bail Hotline first reached out to Foxit in 2019, they were no stranger to using electronic signatures for their business. In fact, they were already utilizing services from a competing e-signature solution to assist with completing service and contractual agreements for their clients across their various locations and call centers.

Electronic signature usage allowed Bail Hotline to provide clients with the option to conduct everything remotely and complete transactions faster than before by skipping the need for physical paperwork.

Why Foxit Was Approached by Bail Hotline

The problem Bail Hotline experienced was difficulty expanding their electronic signature usage as needed in a comprehensive and budget-friendly manner; the bail company felt unsupported and both financially and feature restricted in their advanced eSignature needs with their current provider.

Foxit was initially approached by Bail Hotline's Operations Manager, Eric Jones, but the entire process continued as a collaborative decision with the company's IT Director Gabriel McGuire, the office managers, and the sales team. These joint departments and personnel were looking for an e-signature solution that could be used to:

- **Easily Integrate:** Fluid integration of electronic signatures into their company software and mobile app is a top priority.
- **Support Court Proceedings:** Reliable and legally binding signatures that hold up in court are a must in the bail industry.
- **Save Money:** A solution to reduce per-document spend and minimize budget spending on eSignatures while simultaneously allowing for more usage is essential.
- **Increase Service Speed:** More expedient contractual agreement completion is important.
- **Improved Flexibility:** The eSignature solution must easily accommodate changes as needed.

After starting with their first location in Riverside, CA in 2012, Bail Hotline quickly grew to establish itself as a key player in the bail bonds industry with over 200 employees, over 30 offices, and while featuring a unique family-first approach.

Today, Bail Hotline is the U.S.'s 2nd largest bail company, having helped thousands of families and defendants by offering fast and affordable bail options and knowledgeable customer support.

In the End, Bail Hotline Chose to Partner with Foxit for These Primary Reasons

- **Cost Savings:** The ability to provide a superior electronic signature solution at a lower price point than their current electronic signature provider
- **Enhanced Integration:** Flexible integration with a complete API solution is offered

Following their decision to switch, our sales team, customer support team, and integration specialists wasted no time in diving right in with Bail Hotline's Supervisor of Information Technology, Ismael Ramirez, to establish a plan of action and begin integrating our electronic signature into their company's custom-built software.

How Foxit eSign Helps Bail Hotline Successfully Meet Its Goals

Upon completing a successful integration with Foxit eSign, Bail Hotline fluidly supports company growth across California and the U.S. Each hour, multiple documents are sent and received by Bail Hotline representatives and their clients using Foxit eSign's implemented API.

Since completing the integration, and over the course of the past 2 years, Bail Hotline has experienced the following benefits while using Foxit eSign:

- **Improved company ROI with customer support and document processing being faster than ever before.** They experience an average of **50% reduction in contract completion times** using easy attachment features that allow clients to provide pictures, proof of employment, proof of address, and more.
- **Maximized company budgetary use with 80% cost savings.** These cost savings allow Bail Hotline to further expand its use of electronic signatures while ensuring it stays within its budgetary requirements.
- **Access to more reliable legal and courtroom document support in just a few clicks** with legally binding electronic signatures and certificates of completion with every completed document.
- **Successful migration of their customer service to call centers** where user-friendly electronic signature software helps Bail Hotline maintain their lightning-fast 30-day onboarding average and contributed to faster employee growth when needed.
- **Fluid implementation of electronic signatures into Bail Time's web-based ERP and iOS / Google Play Store applications,** allowing customers to complete contracts on-the-go; this was completed using Foxit eSign's flexible and complete API that can integrate with any software or application.

Speaking of an instance where Foxit eSign's legally binding certificates of completion prove valuable

"The certificate of authenticity of the actual document is far better than what we have physically, to be honest. So, from what I recall, we've had moments where we have had to stand in front of a judge and show them documentation on it

[bail bonds]. And that certificate has helped us a lot.” Ismael Ramirez, Supervisor of Information Technology with Bail Hotline.

By switching to Foxit eSign for their electronic signature solution, Bail Hotline fluidly supports company growth across California and the U.S. Each hour, multiple documents are sent and received by Bail Hotline representatives and their clients using Foxit eSign’s implemented API – leading to an enhanced and streamlined experience for employees and clientele alike.

Not only has Foxit eSign reduced Bail Hotline’s overall document spend while simultaneously increasing eSignature usage, but the intuitive software supports their ability to make changes as needed while utilizing their custom-built ERP and mobile apps. This allows for Bail Hotline to confidently set future goals while knowing they have an electronic signature software that can grow with them.

Plans for the Future

As continued growth and expansion are expected and changes are needed, Bail Hotline plans to utilize Foxit eSign to support their efforts in:

- **Expanding signature software use** as new needs arise and more employees are hired, Foxit is continuously expanding the Knowledge Base with helpful support documentation.
- **Continuing to improve their customers’ experience** by supporting the demand for faster and more remote services with things like more prebuilt template usage.
- **Fluidly expanding document usage** driven by expected sales increases without fear of hitting budgetary confinements.
- **Building out their ERP** and continuing to enhance their customer’s experience with the support of Foxit eSign’s unrestrictive API.

When asked about their experience with Foxit eSign

“It was extremely successful. That’s for sure. I think the thing that really, really gets us is that we could really accomplish anything that we wanted.” Ismael Ramirez, Supervisor of Information Technology with Bail Hotline.

