

**HOW REACHOUT
CAPITAL REDUCED
THEIR ELECTRONIC
SIGNATURE
SPENDING BY 75%
WHILE INCREASING
THEIR DOCUMENT
COMPLETION RATE
BY THREE TIMES**



Foxit eSign has the pleasure of working with and supporting the needs of ReachOut Capital. While ReachOut Capital is busy diligently and expertly supporting the financial needs of small and midsize businesses, Foxit eSign provides an electronic signature solution that they can count on. In this case study, we will dive into why a cost-efficient and user-friendly signature solution is so important for ReachOut Capital and how Foxit eSign helped along the way.

Electronic Signature Usage Before Foxit eSign

Prior to discovering Foxit eSign, ReachOut Capital was already using electronic signatures as part of their sales and paperwork processes. In fact, this particular client had already previously used two other electronic signature software solutions.

In the financial industry, obtaining quick and reliable signatures is an essential part of completing transactions. What many financial companies are finding, however, is that electronic signatures are also a key component to ensuring compliance with industry mandates. In ReachOut Capital's particular situation, none of the lenders they work with will accept any invoicing, financing, or lending paperwork unless the application is signed electronically.

ReachOut Capital truly values their customers, and it shows in everything they do. As small businesses grow and seek to accomplish their goals, getting the capital they need to fund important needs and milestones along the way is critical. This is where ReachOut Capital comes in.

As they state on their website, ReachOut Capital's mission is *"to empower every business to succeed by providing the best financing options – when they need it and how they need it."* ReachOut's goal with each and every client is to support their individual needs and provide the critical financial component needed in a convenient and cost-efficient manner.

Why Foxit eSign Was Approached by ReachOut Capital

When Foxit eSign was initially approached, ReachOut Capital was continuing with its steady growth in the financial industry, but they were finding themselves frustrated with their current eSignature providers. Steep costs proved ineffective for reasonable budget maintenance, poor customer service was counterproductive, and the software itself felt limiting.

Randy Webster, Senior Underwriter with ReachOut Capital, made the first initial contact with Foxit eSign. Randy was dealing with repeated frustration and headaches for over a year and a half with the two previous providers and was ready for a change. In discussions with our sales team, it was relayed that ReachOut Capital required certain functionality and accommodation for successful electronic signature utilization:

- **Budget Friendly:** Finding a more cost-efficient and budget-friendly solution for document signing and sending was a top priority.
- **Improved Customer Support:** There was an immediate need for more responsive, supportive, and insightful customer support that could help improve the overall experience and usage of the eSignature software.

- **Ease-of-Use:** Not only was ReachOut looking for a more robust and capable eSignature solution, but they also needed one that was tailor-made to support fast and easy usage at a moment's notice.
- **Compliance:** Compliance with regulatory requirements is a vital component in the financial industry. For this reason, ReachOut Capital sought a solution that could help them easily maintain compliance without further complication.

Why ReachOut Made the Switch to Foxit eSign

- **Better Pricing:** The ability to provide a superior electronic signature solution at a lower price point than their current and previous electronic signature providers
- **Top Rated Customer Service:** Having easy access to a team of specialists ready to support and offer guidance whenever needed

As with any new software, there was an expected learning curve while Randy and his team learned about all that Foxit eSign has to offer. But our team of experts dove right in and ensured that ReachOut Capital was set up to successfully implement the new electronic signature solution into their day-to-day business needs.

When Asked About ReachOut Capital's Overall Satisfaction with Foxit eSign

"Foxit eSign has been a total solution for all my e-signing needs. Since I'm in the financial industry many of my documents need to be signed. Allowing our clients to sign online without printing, scanning, faxing, or emailing anything is a game changer. There are many options out there for eSigning and I've used several. However, Foxit eSign has the best software, the best customer support I've ever seen (Lisa is who helps me most of the time and she is AMAZING) and all at a price that is a fraction of the competition." Randy Webster, Senior Underwriter, ReachOut Capital.

How Foxit eSign Has Helped

In the words of Randy Webster, Foxit eSign has proved to be a *"total solution for all of my e-signing needs."* Since the implementation of Foxit eSign's electronic signature solution, ReachOut Capital has experienced notable benefits, such as:

- **Notable Cost Savings:** Notable cost savings of 75% have been experienced by ReachOut Capital following implementation of Foxit eSign's eSignature software, as compared to significantly higher document spending with previous electronic signatures solutions.

- **Supportive and Accessible Customer Service:** Supportive and accessible customer service is reported by ReachOut as being a top feature offered by Foxit eSign. As assistance was needed, ReachOut is able to quickly schedule meetings to resolve problems and continue moving forward at the pace they require while ensuring their software utilization is maximized.
- **Enhanced Software Features:** Enhanced software features quickly became an important commodity for ReachOut. Previous eSignature providers left ReachOut feeling somewhat limited as their document needs grew and changed. Features like conditional fields and multiple signing options have allowed ReachOut the flexibility they truly needed with electronic signature software.
- **Improved ROI and Document Sharing Experience:** Improved ROI and document sharing experience proved to be a crucial element to ReachOut successfully implementing Foxit eSign into their process. As stated by Randy, *"Creating a document that is easy for a client to understand and complete is a game changer. We are already experiencing a higher document completion rate triple the amount of when we were with previous solutions."*
- **Efficiently Supported Regulatory Compliance:** Efficiently supported regulatory compliance has always been a priority for ReachOut Capital. Foxit eSign effectively supports their compliance needs through stringent security practices, including signature certificates, detailed audit histories, SOC 2 Type 2 compliance, and efficient visibility controls.

Future Endeavors

As ReachOut Capital continues to expand and grow their company and services, having the flexibility of the right electronic signature solution that can grow alongside them is key. Foxit eSign intends to support ReachOut Capital through efforts such as:

- **Ensuring the most cost-efficient pricing:** Ensuring the most cost-efficient pricing is continuously and fluidly provided to support ReachOut's expanding document needs while maintaining budget needs.
- **Enhancing signature software:** Enhancing signature software use as new needs arise and providing a continuously expanding Knowledge Base with helpful support documentation and continued training.

