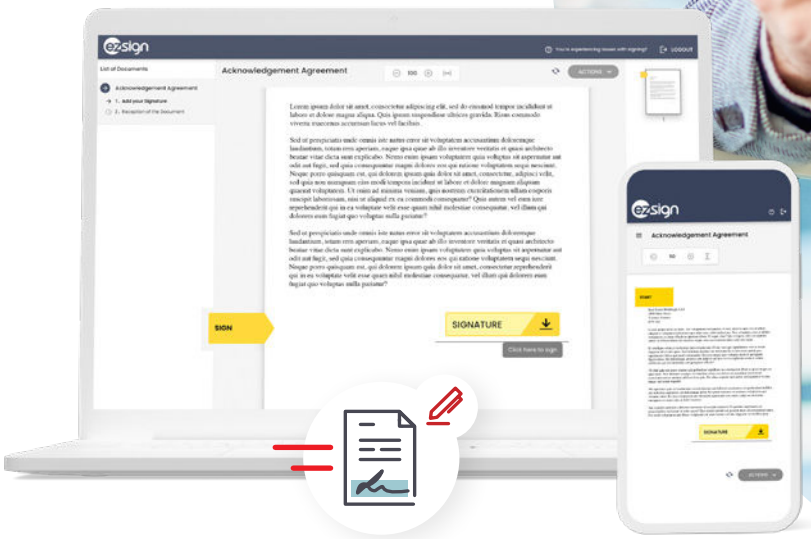
The Paperless City

Champion digital innovation thanks to e-signatures from

ezsign





Are you ready to become a smart city?

Start by going paperless and harnessing **the power of electronic signatures.**



It’s time to go paperless

The future of cities is smart, and cities around the world are adopting new technologies to increase efficiency, lower costs, boost productivity, and make life easier. The first step towards becoming a smart city is saying goodbye to outdated analog processes and hello to streamlined, digital, paperless ones.



What does going paperless mean?

Going paperless means **two things**:

1. Rethinking traditional processes to start creating and storing information in digital format, rather than on paper.
2. Converting existing paper resources into digital ones by scanning essential documents and adding them to an electronic database.

The benefits of going paperless

- **Increase efficiency** – Streamline processes and save precious time
- **Save money** – Spend less on paper, postage, printers, and storage
- **Focus on value-added work** – Less time chasing paper, more time helping people
- **Help employees do their jobs** – Better tools allow employees to work better, with less stress
- **Serve residents better** – Make your city a convenient and enjoyable place to live
- **Help the planet** – Reduce your impact on forests, landfill waste, and carbon footprint

The cities of tomorrow will work smarter, not harder, by leveraging technology to boost efficiency, save money, and improve the quality of life of employees and residents.

The Paperless City

Four areas of city government where getting rid of a little paper can have a big impact.

1. Procurement

What would your city do if it could handle procurement ten times faster?

One city on Montreal's North Shore went from needing **21+ days** to approve a city contract to **just 1**. Imagine saving just a *fraction* of that time.

Procurement is a complicated, time-consuming process at every city, with contracts and expenses ranging from a few thousand dollars to many millions of dollars. Stakeholders span the procurement, finance, and accounting departments and go all the way up to the mayor's office. There are countless steps, and the number of approvers and signatures can be staggering.

By taking procurement processes digital, cities can streamline their most complicated procurement tasks, including:

Vendor Approval	Contract Awards	Contract Modifications	Procurement Committee Meetings

All thanks to electronic signatures.

"Before eZsign, we needed two to three weeks to collect the signatures needed to award a city contract. Now, we get them overnight."

– City official on Montreal's North Shore



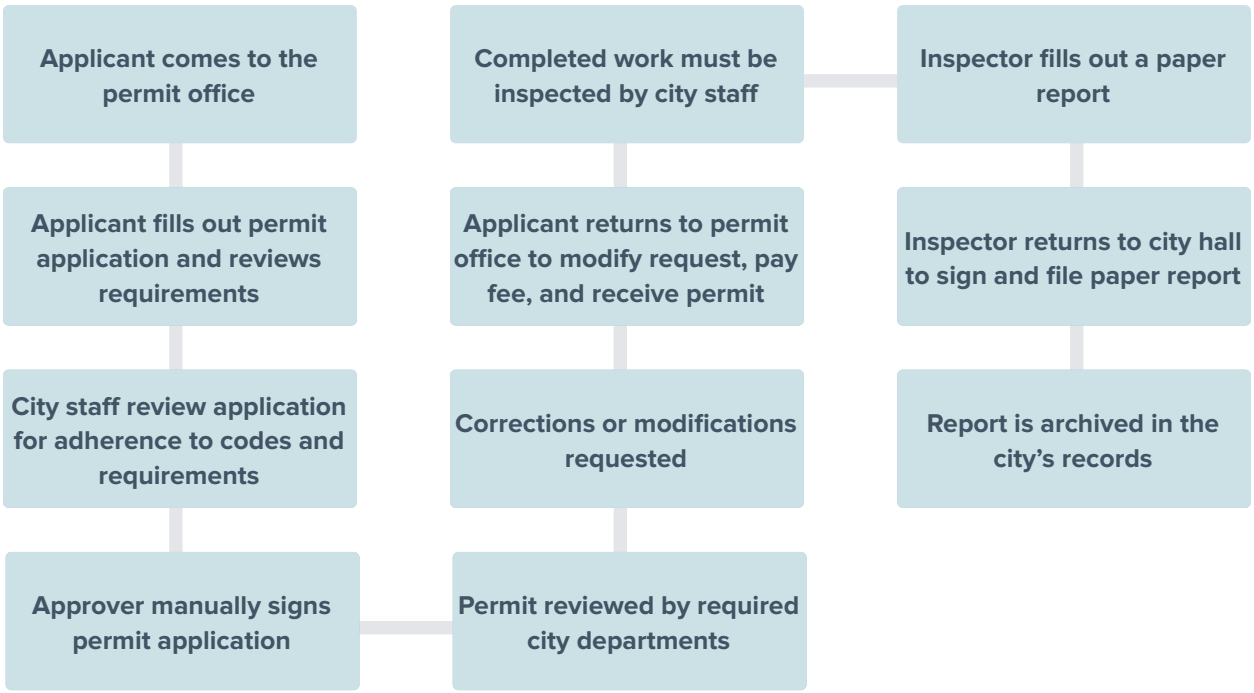
2. Permitting

Permitting keeps city residents safe and generates valuable revenue, but it is complex and time-consuming.

Now, many cities across Canada are digitizing their processes and making permitting paperless (and painless) thanks to e-signatures.

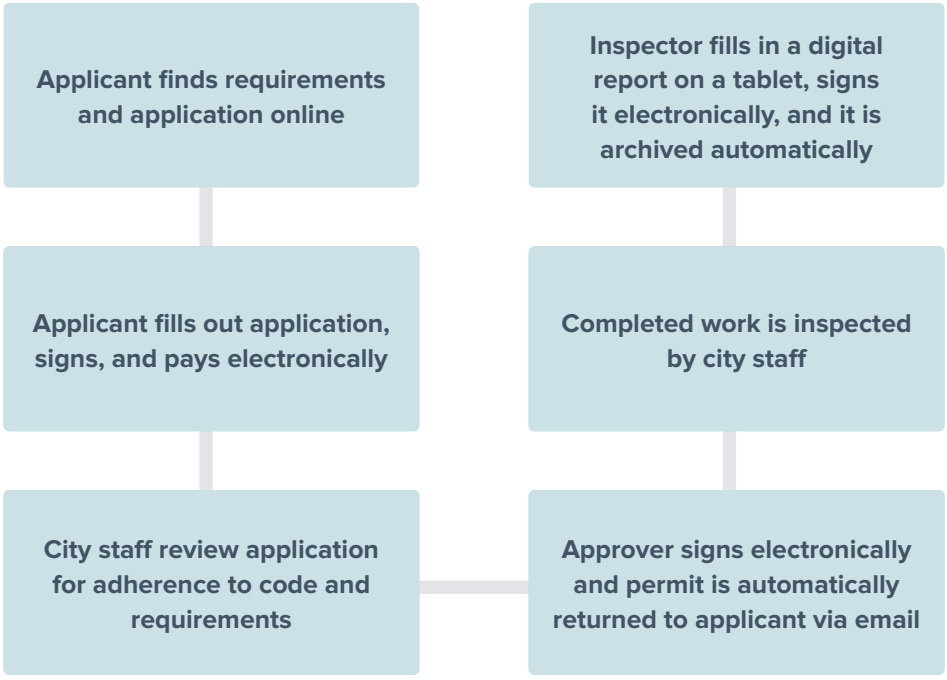
The traditional permitting process

The conventional, analog process for issuing permits is convoluted and can take days or weeks, with multiple in-person visits to the permit office, payment counter, job site, and more.



The paperless permitting process

The modern permitting process is streamlined, with fewer steps and trips, and more smart automation to route important documents to the right people automatically, saving time and reducing possible errors.



"Being able to get a permit online makes a big difference in our residents' lives. As a branch of a city government, that's important to us."

– Head of permitting in Greater Montreal city

3. Archives and Records

City archives identify, collect, and catalog records of legal, regulatory, or historical significance. Every city has to keep records for a certain period of time, sometimes dating back decades (or even centuries).

Manually managing hard copies of city records, including different retention and disposition schedules and rules, requires enormous human and financial resources.

Document retention and disposition schedules are changing all the time, often being extended. One city on Montreal's South Shore had so many records to store that they had to start leasing extra warehouse space—a significant added cost.

Imagine generating new digital records in an ISO-compliant PDF-A format with long-term validation (LTV), allowing you to verify e-signatures a century or more after a document has been signed. No scanners, no printers, no filing cabinets, no paper cuts.

With the right e-signature technology, it isn't just possible, it's a reality.

Do you have special archiving, storage, and retention requirements at your city?

eZsign makes managing them easy.

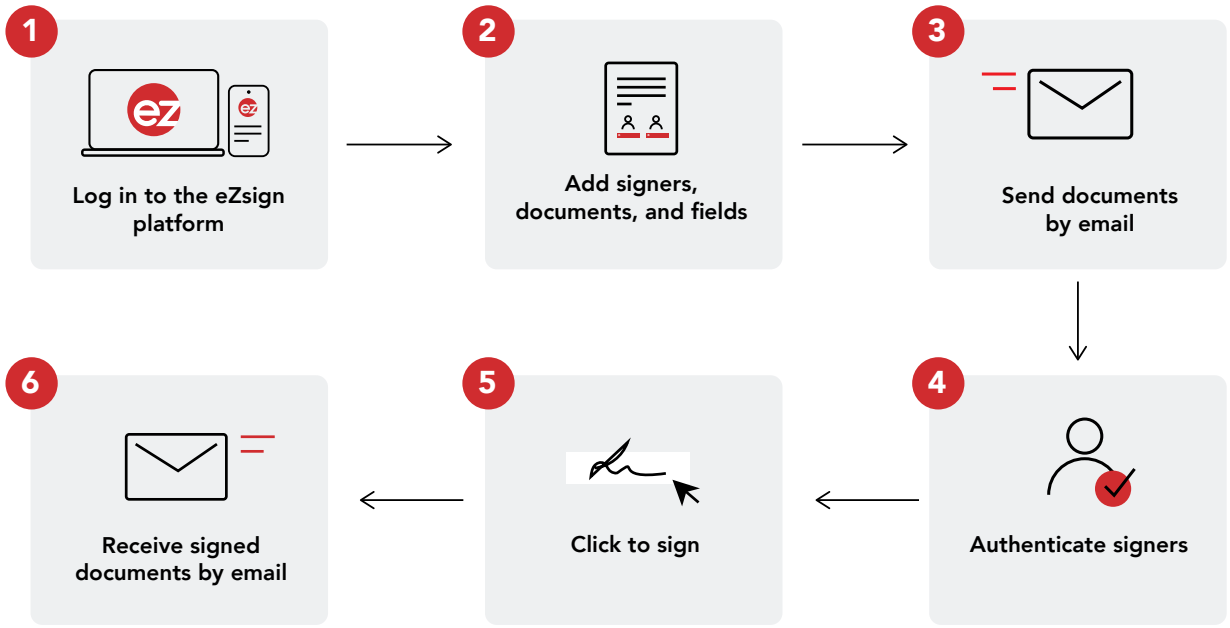
4. City Council Work

City council meetings have dozens of important documents, from the agenda, to the documents being reviewed and approved, to the actual meeting minutes, which are entered into the public record.

With e-signatures, all official city council documents can be signed in just hours, not days or weeks, helping cities work better, with fewer delays and less red tape.

How e-signatures work

E-signatures are simple and easy to use.



With customizable APIs, cities can use electronic signatures right in the software they already use!

"Since implementing eZsign, we now have an automated log that shows who viewed which document and when they viewed it. As well as if the document was declined or signed. This level of tracking allows us to prove that signers saw and acknowledged the contents of the documents. Access to this level of information has improved our processes and has helped save a lot of time."

- City official and eZsign user

Benefits of eZsign



eZsign dashboard allows users to monitor exactly where each document is in the signing process



eZsign automatically notifies signers they still need to sign, a major time saver



All required parties receive documents as soon as everyone has signed



Cities work more efficiently, saving hundreds of hours a year



Cities can collaborate more effectively interdepartmentally, with residents, other cities, and provincial and federal authorities

"eZsign is great and helps us work better and provide better service to our residents."

– City official in Greater Montreal

Advantages of eZsign

Legal

eZsign's e-signatures are secure, legal signatures that will stand up in court and are backed by internationally recognized electronic signature regulations and standards.

Security

The most robust security protocols in the industry

- 2-factor authentication to verify signers' identities
- Data is safely stored in Canada
- Long-term validation (LTV)
    - » LTV acts like a notary journal for your signatures, providing unparalleled peace of mind and allowing them to be protected and proven.
- Timestamping authority (TSA)
    - » A third-party timestamping authority acts as an impartial witness who proves exactly when documents are viewed, edited, or signed.
- PDF/A (ISO-standardized version) of PDFs for archiving and long-term preservation of important city documents.

Visit the eZsign Trust Centre at eZsign.ca for more legal, security and compliance information

Customer service

Our customers love us!

96% GAVE US

★★★★★ **5 out of 5** for excellent service

Homegrown partner

- Canadian business supporting Canadian cities
- Bilingual app and team

Affordable

- Impressive features at a price that will surprise you
- Several plans to match your needs



Roadmap to success

By following and making a plan, managing the change process is easy.

- Start small with just one office or department
- Clearly define the goals and policies for e-signatures in an official document
- Provide examples for specific use cases at your city
- Define documents that may not use e-signatures
- Communicate the why with your team
- Identify a product champion
- Engage with eZsign training and support
- Define and share a roll out plan for internal awareness
- Offer training, a glossary, and new process flows with your team
- Roll out department by department to achieve a full transition

The limitless future of paperless cities.

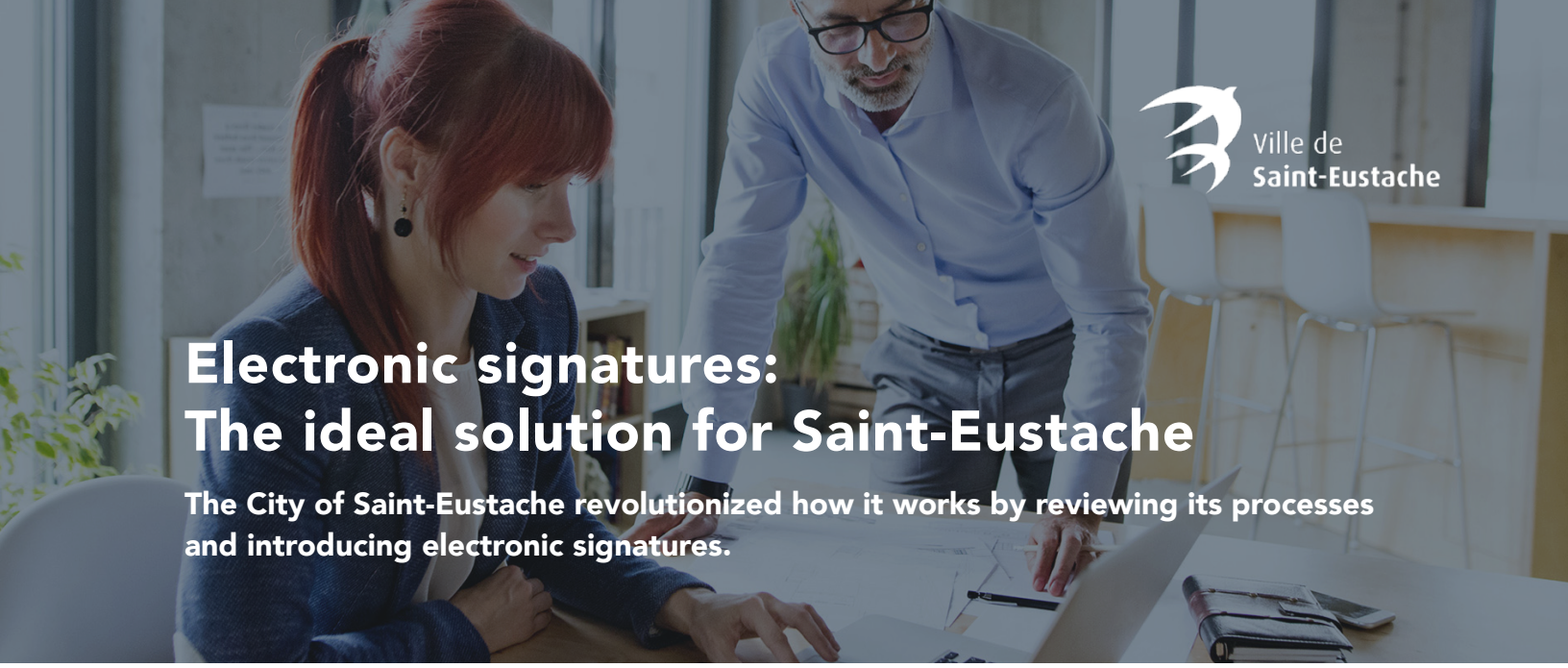
By sowing the right seeds today, the cities of tomorrow will reap the many benefits of technology.

- Be an engine of change
- Help reverse climate change
- Be ready for deeper integration and automation
- Imagine faster intermunicipal communication

Partner with a company that's invested in your success. Partner with eZsign.

"With eZsign, we have a log that shows who viewed what and when they viewed it, which allows us to prove that an applicant saw and acknowledged the permit requirements and, if those requirements aren't met, impose the appropriate penalties. This has been a major process improvement."

- City official and eZsign user



Electronic signatures: The ideal solution for Saint-Eustache

The City of Saint-Eustache revolutionized how it works by reviewing its processes and introducing electronic signatures.

City needs

Modernize archiving

- Digitize city processes
- Facilitate digital archiving
- Help destroy old documents, free up space
- Offer efficient and compliant services to residents and organizations
- Avoid having to travel to sign documents
- Reduce the city's environmental footprint

Streamline procurement

- Spend city funds wisely
- Expedite contracts with suppliers and subcontractors
- Reduce processing times and minimize follow-up to obtain signatures
- Enable efficiency when working remotely

Main departments involved

- City Clerk
- Public Library
- Finance
- Administration
- Procurement
- Urban Planning
- Arts and Culture
- Human Resources
- Community Engagement
- Parks and Recreation

Why use electronic signatures?

- Key piece of overall digitization strategy
- Increasingly common across Quebec
- Ease of use
- Convenient for remote employees
- Facilitate communication and collaboration
- Significant productivity gains

Why choose eZsign?

Homegrown partner

- A Quebec business supporting cities in Quebec
- Bilingual software
- Bilingual team

Proactive team

- All questions answered quickly
- Understands cities' unique needs
- Attentive customer care

Security

- Transparent security policy and Trust Centre
- Multi-factor authentication
- Futureproof long-term validation (LTV)

Affordable

- Top tech without breaking the bank

Smart automation

- Automatic follow-ups and reminders
- Never miss a signature
- Less risk of human error

Satisfied departments

- General Management
- Finance Department
- Legal, IT, Archivists and more

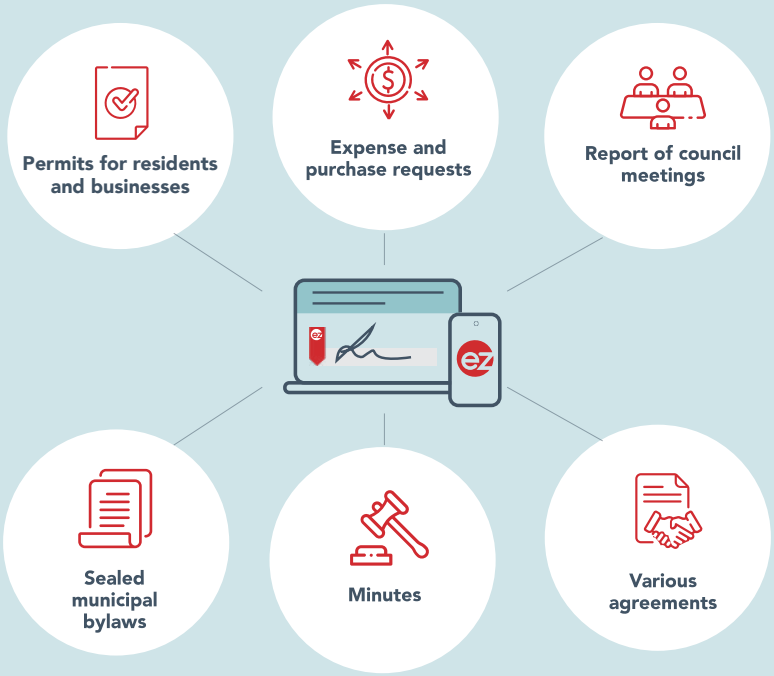
"When you implement new technology, you have to think through old processes and systems and clean them up. It can be uncomfortable, since it requires a lot of effort and time. But when you have a new, modern process paired with an e-signature solution, you can really see just how valuable change is."

– City of Saint-Eustache

Practical examples of how e-signatures help cities:

- **When a city has to make purchases, these expenses need to get approved by the Procurement Department.**
  - » Getting all parties to sign off often takes a very long time. However, with the introduction of eZsign, approval documents are signed by the next day.
  - » The experience for the department, and the efficiencies created within teams, mean they can now focus on other more meaningful tasks and work.
  - » **eZsign delivers significant productivity gains within a city.**
- **Another perk of eZsign: document follow-ups and reminders.**
  - » Departments spend a lot of time chasing signatures. eZsign helps teams work better with smart automation, so you never have to chase a signer again.
  - » People work can lead to errors. eZsign's automated digital workflows reduce the risk of human error.
  - » **eZsign is more than just a signature solution, it makes paperwork easy.**

Where cities can use e-signatures



Experience since the switch

Onboarding new technology is just the start. To use e-signatures effectively, Saint-Eustache rethought and revamped outdated processes, streamlining them and making them more efficient.

The result: significant productivity gains, less human error, and major time savings.

Example: Thanks to eZsign, Saint-Eustache was able to obtain approvals very quickly, sometimes even on the same day!

Overcoming Saint-Eustache's biggest challenge

Change is hard, but change is also necessary. With a partner like eZsign, change doesn't have to be scary.

The city successfully managed the change process through:

Appointing a champion

- A team member helped coach key players through the process

Convincing city leaders

- Champion helped convince top officials, who helped convince others

Earning stakeholder buy-in

- The city's archivists recognized the value of the solution, which helped convince others

How e-signatures benefited the city of Saint-Eustache

Paperwork made easy

City staff has been able to stop chasing paper and start working better together!

Faster, more efficient processes mean teams can focus on more meaningful, value-added work.

Collaboration

City departments are notoriously siloed. Digital tools like e-signatures helped this city break through the silos, facilitating teamwork across departments, across offices, and even from home.

Saint-Eustache's archiving needs

Challenge: Storage spaces were at capacity due to the significant amount of paper documents.

Solution: In line with the digitalization strategies implemented for several years at the city, the eZsign electronic signature application provides long-term validation (LTV) for documents using PDF/A.

In addition, record retention needs are being met and the City remains the custodian of its records and manages them in accordance with its retention schedule.

eZsign's archiving benefits

- Long-term validation (LTV) to comply with document retention schedules
- Digital document storage to free up space and money
- Flexible document destruction features
- PDF/A standard digital storage



“Overall, eZsign has been very easy to use and integrate into the work we do here at the city, with tangible benefits for our residents and our team. Whether working remotely or at City Hall, e-signatures, and eZsign, are here to stay.”

—City Planning Division on Montreal’s South Shore

Do you have file-specific requirements for proper archiving and storage? eZsign can manage it all for you.



eZsign allows you to break through silos at your city, giving your people time to focus on relationship building across departments.

eZsign empowers teams to work well together. With the right tools, everything works better!

Stop chasing paperwork and start focusing on your people work—with eZsign.

CONTACT US

At eZsign, customer service is our priority.
You can contact us toll-free at **1-844-EZSIGN2 (1-844-397-4462)**.
Monday to Friday: 8 am to 6 pm (EST).

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