



Case study

THE CLIENT

Red Arrow Leasing is a leading company that provides financial services for business equipment, software, and various other plant and machinery. Known for their diverse portfolio of offerings, their unique business challenges required a tailored solution.

THE CHALLENGE

Historically, all documentation was sent in via post. This affected turnaround time in terms of receiving documents, and the quality of posted or scanned documents was also compromised. The dependence on the postal service resulted in a delay in agreements going live. This delay caused frustration among customers, some of whom were requesting a digital solution.

Red Arrow Leasing recognised the need to “move with the times” and utilise technology to drive digital transformation. The company sought an e-signature platform to digitise their documentation processes, enhance security, and ensure that their records were watertight due to the nature of their lending business.

“Our experience with SOS Systems was really good. We were not sure which product and DocuSign package we needed, and SOS really helped us to select the right technology and then to implement it correctly in our business.”

DAVID EDNEY, HEAD OF IT, RED ARROW LEASING



“The quality of DocuSign is great, we are really happy.”

DON BRAYSHAW, DIRECTOR, RED ARROW LEASING.

THE SOLUTION

To meet these needs, Red Arrow Leasing partnered with SOS Systems and chose to implement DocuSign. The decision to choose SOS Systems was influenced by the company's robust reputation and their existing strong relationship.

Key project stakeholders included David Edney, Head of IT, and Don Brayshaw, Director, who prioritised a swift implementation that would work seamlessly with their existing systems and improve the customer experience.

THE IMPLEMENTATION

Working closely with the client, SOS Systems guided them in selecting the appropriate DocuSign package for their needs and implemented the solution. Additionally, the company integrated ID Verification within the product to ensure the signatory's authenticity.

THE OUTCOME

The digital transformation journey was a success. According to Don Brayshaw, Director at Red Arrow Leasing, “Our turnaround for payouts has improved.

Ultimately, there is less hassle, less paper, and we are less reliant on our customers' staff submitting the documents.

We now do it all ourselves on behalf of the client, and it is automated and compliant.”

This solution met all the project goals, with tangible benefits including improved compliance, enhanced security, and a better customer experience.

SOS Systems continues to work with Red Arrow Leasing, maintaining the DocuSign system, and helping them achieve a secure and effective digital documentation process.

CONCLUSION

In the digital age, staying ahead of the curve and meeting customer expectations is crucial for business success. Red Arrow Leasing's journey demonstrates how an organisation can leverage technology to drive transformation, efficiency, and customer satisfaction.

If your business is looking to embark on a similar journey of digital transformation, SOS Systems stands ready to assist. With our robust experience, proven track record, and customer-centric approach, we can provide tailored solutions that align with your unique needs and goals. Don't let the opportunities of the digital age pass you by. Get in touch with SOS Systems today and let's explore how we can make your digital transformation aspirations a reality.

Established in 1985, SOS Systems is a leading provider of print and document management solutions. ISO9001 2000 accredited, we are one of a select few Canon Platinum Partners in the UK. We help customers nationwide achieve their compliance obligations and digital transformation objectives through a portfolio of innovative software and services. From secure print management to e-Signature and Accounts Payable solutions, everything is backed by our Prince2 certified professional services team.

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