



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.

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.

Automatic Data Processing (ADP Inc.)

Application: Enterprise Hub for Multiple Applications
Production Deployment: Summer 2008

Description: Automatic Data Processing (ADP), with nearly \$9 billion in revenues and over 585,000 clients, is one of the world's largest providers of business outsourcing solutions. ADP has automated numerous customer facing business processes using a combination of AlphaTrust software and professional services. These processes include: equipment lease document execution, payroll services agreements, retirement services administrative and customer agreements, compliance documents and non-disclosure agreements. The principal business value delivered by AlphaTrust was (1) the flexibility the solution provided in adapting to existing business processes, (2) support for various risk management scenarios, (3) ease of use / high completion rates, (4) higher staff productivity via avoidance of paper chasing activities, and (5) accelerated revenue and service delivery.

Broadway National Bank

Application: New Account Opening and Customer Paperwork Processing Automation
March 2011
Confidential Information of AlphaTrust Corporation

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 (LawAMPM) 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 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.

[Linn Group](#)

Application: Futures and Options New Account Opening
Production Deployment: April 2003
Company contact: Ira Epstein, (312) 264-2805, iepstein@linngroup.com

Description: The Linn Group 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): "We 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."

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.

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.

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."

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.