



Wacom e-Signature for Banking at HSBC

HSBC processes over 15 million transactions per year by electronic signature and the average transaction time has shortened 14% compared to traditional paper transaction.

The User

The Hongkong and Shanghai Banking Corporation is the founding member of the HSBC Group. It is the Group's flagship in the Asia-Pacific region and the largest bank incorporated in Hong Kong.

The Challenge

Customers of banks and savings banks were obliged to repeat their signature on hundreds of different documents. Transfers, current account contracts, credit cards, loan agreements, cash receipts... All of these very typical bank and savings bank transactions used to involve a series of signatures on various paper documents, written by customers and employees in every branch. Similarly, all these documents gave rise to direct costs generated by paper and printing and indirect costs generated by the processing and archiving of each and every document.

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The Solution

Now this can be avoided thanks to the signature solution that Wacom, and HSBC decided to introduce and deploy in year 2009. Nowadays, over 100 branches in Hong Kong implemented with signature tablets. It supports most general banking transactions, including cash deposit, transfer, credit card payment, etc. There are over 15 million transactions per year done by electronic signature and the average transaction time has shortened 14% compared to traditional paper transaction.



Wacom interactive pen displays combine the benefits of an LCD monitor with Wacom's patented pressure-sensitive pen input to control the cursor and capture electronic handwritten signatures.

The advantages

They had three very clear objectives in mind. Firstly, to save direct costs associated with documents generated by banking transactions. Secondly, to convert the electronic signature into standard practice in the banking world and even in other sectors. And finally, to achieve greater convenience for employees and customers.

For nearly 30 years, Wacom has delivered all the benefits of a digital workflow while preserving the familiar pen-on-paper experience. With regard to functionality, our technological expertise with electronic pen and sensor solutions deliver the industry's best in accuracy, durability and biometric data. Also, the design of the Wacom interactive pen display is another point in its favour, as it is more attractive and elegant, in ergonomic terms, than other similar devices.