

# Case Study PRIMAGAS

»The electronic contract and the use of Fujitsu Tablet PCs help us to concentrate on what is most important – our customers.«

Thomas Landmann, Sales Director, PRIMAGAS



## The customer

For 60 years PRIMAGAS has been supplying homes, businesses and public authorities with environmentally friendly liquefied petroleum gas. The family enterprise in Krefeld, Germany, serves more than 80,000 customers and generates some EUR 200 million in revenue, making it one of the country's largest suppliers of liquefied petroleum gas.



## The project

- Contract closings without media discontinuity: Replacing paper documents with the electronic contract for processing and signing

## The solution

- Converting the contract process to an electronic procedure – from start to finish
- Use of „e-Contract“ developed by PenFORM® for a legally secure digital workflow
- Hardware: 65 LIFEBOOK T5010

## The Challenge

PRIMAGAS GmbH serves its customers in Germany through an extensive sales network. Until recently the contract process was based entirely on paper documents. The use of paper, together with the typical time needed for postal deliveries and internal analog procedures in the company, meant that some five days were required to process contracts before they could be declared closed and legally binding. The contract process sometimes took even longer due to mistakes, illegible writing or ambiguous information in the documents. PRIMAGAS thus decided to convert the basis of its entire contract workflow to electronic information technology, without any media discontinuity. The company defined the requirements for the new application as follows:

- To ensure the fast and successful deployment of a digital application, the sales force must be supplied with an easy-to-use, secure and mobile device for preparing and closing contracts.
- The design of the contracts should remain unchanged.
- A notebook must not create a barrier between the sales representative and the customer during a sales talk.
- A digital signature must be acceptable as proof of a formal contract agreement, without any need for additional time or effort on-site.
- At the end of the process the online transmission of information must ensure that the further processing of all collected data is handled faster and securely.
- Further digitization of upstream and downstream processes must also be possible.

A project team comprised of sales representatives and IT managers specified these requirements in detail and received comprehensive support from PenFORM® right up to the completion of the project.

## The Solution

The requirements were fully met using Fujitsu LIFEBOOK Convertible PCs and a product called „e-Contract“ developed by StepOver GmbH based on Microsoft® InfoPath® and eSignatureOffice Tablet-PC edition.

**Customer benefits**

- OPTIMIZED WORKFLOW – legally secure electronic contract processing without media discontinuity providing optimal support for discussions involving sales representatives and customers
- LOWER ERROR RATE – higher quality in data acquisition and further processing
- EASY – fast and easy use for sales consultants and customers as well as for further contract processing
- ECONOMICAL – considerable savings in terms of printing, copying, telefaxing, scanning and archiving
- FOCUS ON CORE BUSINESS – sales consultants can give their full attention to the customer

**Products and services**

- Application
  - „e-Contract“ by PenFORM
- Hardware
  - 65 LIFEBOOK T5010
- Software
  - Microsoft InfoPath – for designing forms
  - Microsoft Access – for offline data management
  - eSignatureOffice – for digital signatures and creation of PDFs
  - XML and PHP development

**The electronic way to conclude contracts quickly and securely**

PenFORM is a specialist when it comes to developing intelligent software solutions for Tablet PCs. Applications developed by PenFORM are based on Microsoft InfoPath. The results are remarkable because the solutions support a unique user experience: Electronic processing of forms that is almost identical to the processing of paper documents.

Contract management is at the heart of the solution for PRIMAGAS. This is where the different kinds of contracts, variants, workflows and data sets are managed. Users just simply click on the type of contract they want and a window with the appropriate contract form opens up on the display. In subsequent steps the contract management solution monitors and guides the contract procedure by focusing on the current contract status, the customer’s signature, countersigning and approval from the sales director, contract processing in the ERP system and contract archiving. The user can see the current processing status at any time. Additional functions are also provided for copying, sorting, converting and searching for documents, along with various print views of the contract forms. Intelligent contract templates support complete and fast contract processing.

Microsoft InfoPath is a software solution for creating forms and recording data that enables every kind of organization to manage and process sophisticated electronic forms. Microsoft InfoPath supports pen-based handwriting recognition in the LIFEBOOK Convertible PC so that users can write on intelligent contract templates as if they were paper documents. The forms are intelligent due to the various data interfaces and verification processes running in the background. These functions assist users in filling out the forms by automatically providing addresses, postal codes, bank codes and various types of product information that

are inserted directly in the forms. These helpful features and functions ensure that contract forms are filled out completely and correctly. This in turn helps speed up downstream processing in ERP systems. Forms that are incomplete, illegible or contain incorrect data are a thing of the past, as is post-processing revision work.

What’s more, the solution also has a drawing editor. Clear, correct and legible plans or technical drawings can be created quickly, and digital images can be uploaded and labeled in writing.

When a contract is complete, the customer can sign the electronic form directly on the Tablet PC. The component „eSignatureOffice Tablet-PC edition“ from StepOver GmbH is integrated in „e-Contract“ and ensures that a signature written on the Tablet PC is valid and legally binding. It also makes sure that signed documents and contracts cannot be modified after the fact and, due to the detailed recording of the signature, it can even be used to identify the signer if subsequent legal proceedings take place. This verification is analogous to that performed by a sworn handwriting expert in court.

**Work as usual – only better**

The LIFEBOOK is the ideal tool for PRIMAGAS sales representatives. Thanks to its design the Convertible PC does not create a barrier between the customer and the sales consultant. The customer can watch how the consultant uses a pen to enter handwritten information on the screen, just as if paper documents were being used.

→ Demonstration of the „e-Contract“ solution:  
<http://www.penform.de/e-contract02.htm>

In collaboration with



[www.penform.eu](http://www.penform.eu)



[www.stepover.de](http://www.stepover.de)

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