

CASE STUDY

# Dhokiyas

TAT reduction from 2 days to 30–60 minutes, eliminating signer costs, and automated workflows for client agreements.



Use case	Client agreements
Feature used	ZoopSign API, Aadhaar eSign
Region	India
Switched from	Manual Signing
Industry	Finance & Advisory

## Client Overview

Dhokiyas, a renowned name in financial research and advisory, handles high volumes of sensitive client agreements daily. By integrating ZoopSign's API solution, they have completely modernized their document signing process, boosting efficiency while reducing costs.

## The Challenge

Before adopting ZoopSign, Mighty Warner faced significant inefficiencies in their document signing workflows:

### 1. Prolonged Turnaround Times

- Document signing previously took 2 days, as signers had to print, sign, scan, and upload via email.

### 2. High Signing Costs

- Each contract signing incurred expenses of Rs.150, including courier, transportation, and manpower costs.

### 3. Time-Consuming Manual Tasks

- Senders had to manually explain steps to signers, track documents, and repeatedly send reminders.



## **4. Additional Hiring Costs:**

- Hiring back-office staff to track and manage signatures increased operational costs.

## **The Solution**

ZoopSign's API integration allowed Dhokiyas to automate their document signing workflows. By reducing reliance on the dashboard and shifting to API solutions, they achieved:

- Faster and seamless document processing.
- Automation of tracking, reminders, and reporting.
- Improved scalability for handling bulk transactions.

## **Features Addressed Through the Dashboard**

While primarily relying on the API, they use ZoopSign's dashboard for managing exceptions like failed transactions.

## **Results & Benefits**

### **1. Drastic Reduction in TAT**

- Signing time was reduced from 2 days to just 30–60 minutes.

### **2. Elimination of Signing Costs**

- No more printing costs for signers, providing convenience and improving client satisfaction.

### **3. Time Savings for Senders**

- Automation removed the need for staff to explain signing processes or manually track and send reminders.

### **4. Reduced Hiring Costs**

- Eliminated the need to hire back-office executives for tracking and management.



## 5. Overall Client Satisfaction

- Dhokiyas rated ZoopSign 5/5, highlighting its ease of use, efficiency, and reliability.

## Suggestions for Improvement

Dhokiyas provided valuable feedback for further refining ZoopSign's API and dashboard offerings:

- API Notifications for invite failures (e.g., invalid emails, incorrect phone numbers, or WhatsApp unavailability).
- Ensuring documents always reach the sender after being signed by recipients.
- Bulk Send for the dashboard to simplify high-volume operations.

ZoopSign has acknowledged these suggestions, with relevant features currently under development.

## Key Benefits at a Glance

- TAT: Reduced from 2 days to 30–60 minutes.
- Cost Savings: Zero costs for signers and reduced operational/hiring costs for Dhokiyas.
- Efficiency: Automated workflows saved senders time on tracking and reminders.
- Scalability: Seamless integration of ZoopSign's API into their systems.



## **Future Scope**

Currently, Dhokiyas continues to handle HR document signing manually due to the requirement of affixing a company seal. They've been informed that ZoopSign will soon support this feature via templates, making the process fully digital.

By implementing ZoopSign's API, Dhokiyas has revolutionized its document signing processes, saving time, cutting costs, and ensuring a superior client experience. Their journey highlights ZoopSign's commitment to delivering value through innovation and adaptability.

