

CASE STUDY

# Practical Car & Van Rental

They reduced contract signing time by 63%, enhancing efficiency, security, and professionalism.

**practical**  
CAR & VAN RENTAL

Use case	Rental/lease agreements, invoices, purchase orders
Feature used	Aadhaar eSign
Region	United Kingdom
Switched from	Manual pen-and-paper signing
Industry	Automotive & Hospitality

## Client Overview

Practical Car & Van Rental is a leading car and van rental service in the UK, operating within the hospitality and automotive sectors. Known for its customer-centric approach, the company manages multiple rental and lease agreements each month that require quick, secure, and professional document signing processes.

## The Challenge

Before adopting ZoopSign, Practical Car & Van Rental relied on manual, pen-and-paper processes, which, while effective for smaller tasks, created inefficiencies at scale. Their key challenges included:

- Significant time spent signing documents, even for basic rental agreements.
- Cumbersome manual tracking of agreements leads to delayed approvals and unnecessary effort
- Increased reliance on paperwork, which was not environmentally friendly or easily manageable.

With growing demand, the company needed a more efficient, secure, and professional solution to scale their documentation processes seamlessly.



## The Solution

ZoopSign provided Practical Car & Van Rental with a streamlined digital solution for all their rental and lease agreements, invoices, and purchase orders. By adopting features such as templates, signing orders, and recipient authentication, the rental business not only expedited its process but also added layers of compliance and professionalism to its agreements.

## Key Features Used

- Templates for frequently used rental and purchase forms.
- Set Signing Order to ensure logical signing flow between parties.
- Recipient Authentication to verify the identity of every signee.

## Results & Benefits

### Faster Contract Completion

- Turnaround time for getting documents signed shrank from less than 1 hour to under 30 minutes.
- Contract signing processes were now 63% faster, improving operational workflow and reducing bottlenecks during busy periods.

## Cost Savings

- The business reported noticeable cost savings by eliminating manual paperwork-related expenses like printing and storing contracts.

## Operational Efficiency

- Automated reminders and centralized tracking improved internal processes while reducing dependency on manual follow-ups.
- Agreements were tracked effortlessly, ensuring a seamless client experience.



## Enhanced Professionalism and Security

- Digital signing contributed to a polished, professional customer service experience.
- With ZoopSign's compliance-driven security features, the company achieved maximum confidence in its document handling, ensuring compliance with legal standards.

## Eco-Friendly Impact

- By shifting to digital documents, Practical Car & Van Rental significantly reduced paper usage, supporting its drive for sustainability.

## Feedback & Ongoing Improvements:

Practical Car & Van Rental expressed their satisfaction with ZoopSign's performance, rating it as "very satisfied." However, they indicated interest in a couple of additional refinements:

- Thinner digital signature writing for better aesthetics in agreements
- Improved suggestions for digital signature placement to enhance workflow further.

These observations are being considered for future product updates.

## Future Outlook

Practical Car & Van Rental - Upminster plans to continue leveraging ZoopSign for its rental business while further exploring ZoopSign's advanced features to enhance user efficiency.

