



PRECURSIVE CASE STUDY.

CUSTOMER - SIGNICAT
DIGITAL IDENTITY SOFTWARE

PRECURSIVE

PLAN. TRACK. FORECAST.



CUSTOMER: **SIGNICAT.**

SCALING A DIGITAL IDENTITY SERVICES PROVIDER WITH WORLD-CLASS ONBOARDING

Signicat is a leading provider of electronic identity services to customers in regulated industries. Specializing in crossborder, cloud-based electronic identity services and electronic signatures, their mission is to ensure organizations can connect and interact with their customers through verified digital identities. Signicat delivers identity solutions to major players in the banking, finance, insurance and eCommerce markets.

www.signicat.com/en/

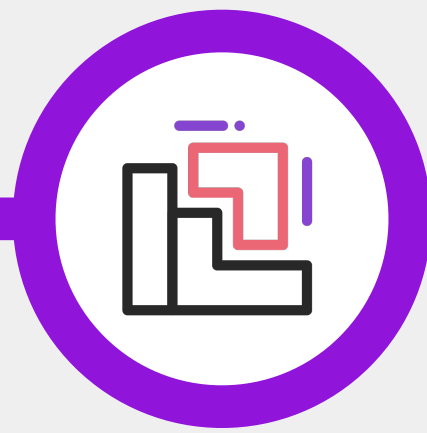
PRECURSIVE

“Precursive helped us to organize ourselves better, made us able to handle a higher volume, while also keeping track of what is happening. Nothing is forgotten. It enabled us to coordinate in a tool. Signicat has been able to do its own way, but Precursive has some great guidelines. It has made us more scalable.”

SOFI FAHLBERG.

VP Operations
SIGNICAT

HOW SIGNICAT **USES PRECURSIVE.**



1.

Opportunities in Salesforce

A lead is captured and transferred directly to Salesforce

2.

Repeatable Playbooks

More balanced workload across people, level and accounts

3.

Onboarding

Project planning, templates and task allocation in Precursive.

4.

Reports

Insights of issues and improvements from AI reporting and analytics

5.

Capacity Management

Able to handle a higher volume of work while not having to over-hire

Key point: “Nothing is forgotten. It enabled us to coordinate in a [single] tool..”

CUSTOMER CHALLENGE.

Signicat suffered from the common issues that occur with multiple, disparate onboarding processes:

- **Structural:** there was no existing customer success function.
- **Cultural:** the highly technical team did not see onboarding as 'important'.
- **Standardization:** due to a lack of uniformity in their approach there was no repeatable process.
- **Accountability:** the processes in place did not capture the metrics required to identify where there were issues and therefore where to improve



THE SOLUTION.



The World's
#1 CRM

PRECURSIVE The Services Delivery
Cloud for Salesforce



Opportunity
Management

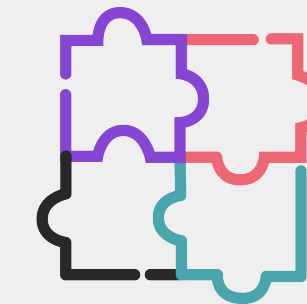


Quote
Generation

Track & monitor leads
Manage/forecast opportunities
Quotes customers



Customer
Onboarding

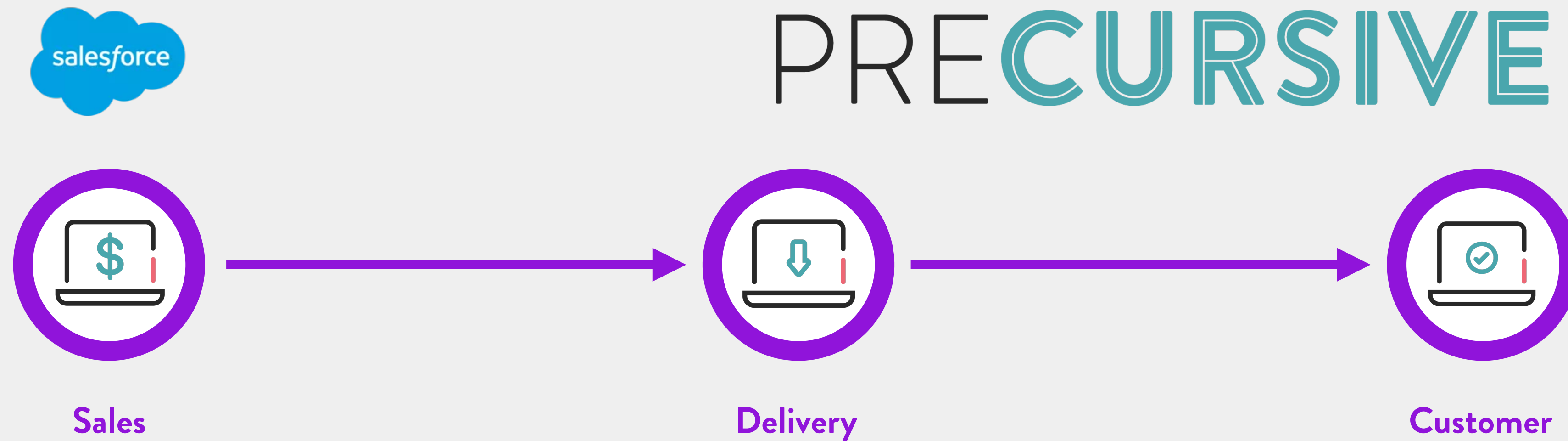


Repeatable
Playbooks

Productize project templates
Manage activities and tasks
Collaborate with customers

THE SOLUTION.

Precursive helps Signicat to scale their onboarding organization by enabling them to handle a higher volume of work while not having to over-hire and increase headcount significantly.



PRECURSIVE SOLUTION.



35% FASTER.

Time to Value

Now decreased to less than 60 days with repeatable playbooks for optimised delivery.



78% QUICKER.

Payments Received

14 day reduction in “time to money” by sharing progress with customer in real-time.



48% GROWTH.

In Business

Scaled with the ability to take on (and onboard) new customers by coordinating in a single tool.

EMPOWERING SERVICES **TEAMS.**

CUSTOMER SUCCESS.
ENABLING OUTCOMES

LIGHTNING NATIVE.
TECHNICAL INNOVATION

ENTERPRISE SECURITY.
TRUST & PRIVACY

Highest User Adoption Mid-Market SPRING 2023

Highest User Adoption Mid-Market WINTER 2023

Highest User Adoption WINTER 2023

Users Love Us

Highest User Adoption Mid-Market FALL 2022

Highest User Adoption FALL 2022

Precursive team with enterprise experience at ABB, Fujitsu, Roche

> \$1 Billion in project value managed in Precursive

GDPR compliant
ISO 27001: 2013 certified



PRECURSIVE

★★★★★ 5.0
Average Rating

PRECURSIVE **CUSTOMERS.**

High Tech.



Profesional Services.



PRECURSIVE

PRECURSIVE

THE SERVICES DELIVERY CLOUD FOR SALESFORCE

PLAN. TRACK. FORECAST.

www.precursive.com