oodrive

Find out all about electronic signature

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Electronic signature: simplify your signing processes with a secure, legally valid and user-friendly solution

1. What is an electronic signature?

Many people still think it is a scanned handwritten signature. But actually, the electronic signature is the modern version of the handwritten signature and combines the three fundamental elements: the document, the signatory, and the signature tool. The signatory affixes his/her consent with probative value to a digitised document that is rendered secure via advanced technical processes.

How do you sign without a pen?

The signature tool consists of a digital certificate integrated into various media: smart card, identity card, smartphone etc. This certificate serves to identify the signatory and guarantee the integrity of the document.

Legal value equivalent to a hand-written signature

Since the law of 13 March 2000, the electronic signature has had the same legal value as a paper signature: the signatory gives his/her consent in the same way, provided that he/she uses "a reliable identification process guaranteeing its link with the act to which it relates" in accordance with Article 1367 of the French Civil Code.

It provides greater security!

By sealing the document at the time it is signed, the e-signature technique makes it more reliable and harder to contest. There are several signature levels, from the simplest for ordinary transactions to the most sophisticated for sensitive contracts. An asymmetric cryptographic process - i.e. one that incorporates two encryption keys - makes it possible to secure online exchanges.

When to use an electronic signature tool

E-signature allows all business transactions to be signed easily and remotely:

- Management of **contracts** and purchase orders
- Payment of **invoices**
- Access to **secure** sites
- Responding to **calls for tender**
- Tax and social security **returns**

2. Choosing a certified secure solution

The health crisis has severely impacted business processes by preventing travel and face-to-face meetings. Companies have had to adapt and digitise their business processes, including signature processes.
But to ensure a legally enforceable and secure electronic signature, their service provider must comply with various European and domestic standards:

The eIDAS regulation governs electronic signature in Europe

Its aim is to standardise digital and identification systems in Europe in order to form a secure "Digital Single Market". The eIDAS Regulation creates requirements for all trust services concerning electronic signatures, electronic seals, time stamp and electronic delivery service and website authentication. It secures and facilitates electronic transactions in EU Member States.

ETSI certification: ISO 27001 and its corollary ISO 27701

• **ISO 27001**

ISO 27001 is an international standard that certifies good data protection and security practices. It covers the security of information systems, infrastructures, software and personnel. Its aim is to protect organisations against data theft, loss or alteration.

• **ISO 27701 :** is a supplement to this standard, detailing, standardising and further strengthening the protection of personal data. It extends the information security management system to include specific features of personal data processing such as:

- determining the role of the organisation
- standardised management of the organisation's IT risks and individual privacy
- appointment of a Data Protection Officer (DPO), data transfer conditions, etc.

These key regulations and standards applicable to electronic signature providers are part of an increasingly active domestic and European regulatory framework for rendering cloud services secure:

• **GDPR :** The General Data Protection Regulation (GDPR) regulates the collection, processing and storage of confidential data on European territory.

Documents requiring a signature are at the forefront as they contain confidential data such as the signatories' name, email address, telephone number and/or IP address.

• **SecNumCloud qualification, the national key to a secure cloud.** The SecNumCloud standard certifies the highest level of IT security. It allows companies to check that their electronic signature provider meets the strictest security standards for cloud services. This is the case of Oodrive, which was the first cloud player to obtain SecNumCloud certification since 2019. In 2022, this qualification was renewed for a period of 3 years, until 2025.

3. Why adopt the electronic signature?

Strong legal value that protects your sensitive and confidential data

With a secure approach and a service provider complying with eIDAS and SecNumCloud, the e-signature endows your documents with strong legal value and greater protection than a handwritten signature.

It ensures:

• **Authenticity and the link with the juridical act:** the sender is the person he/she claims to be and the author of the signature

• **Integrity of the document:** the document is identical to the document issued and has not been altered

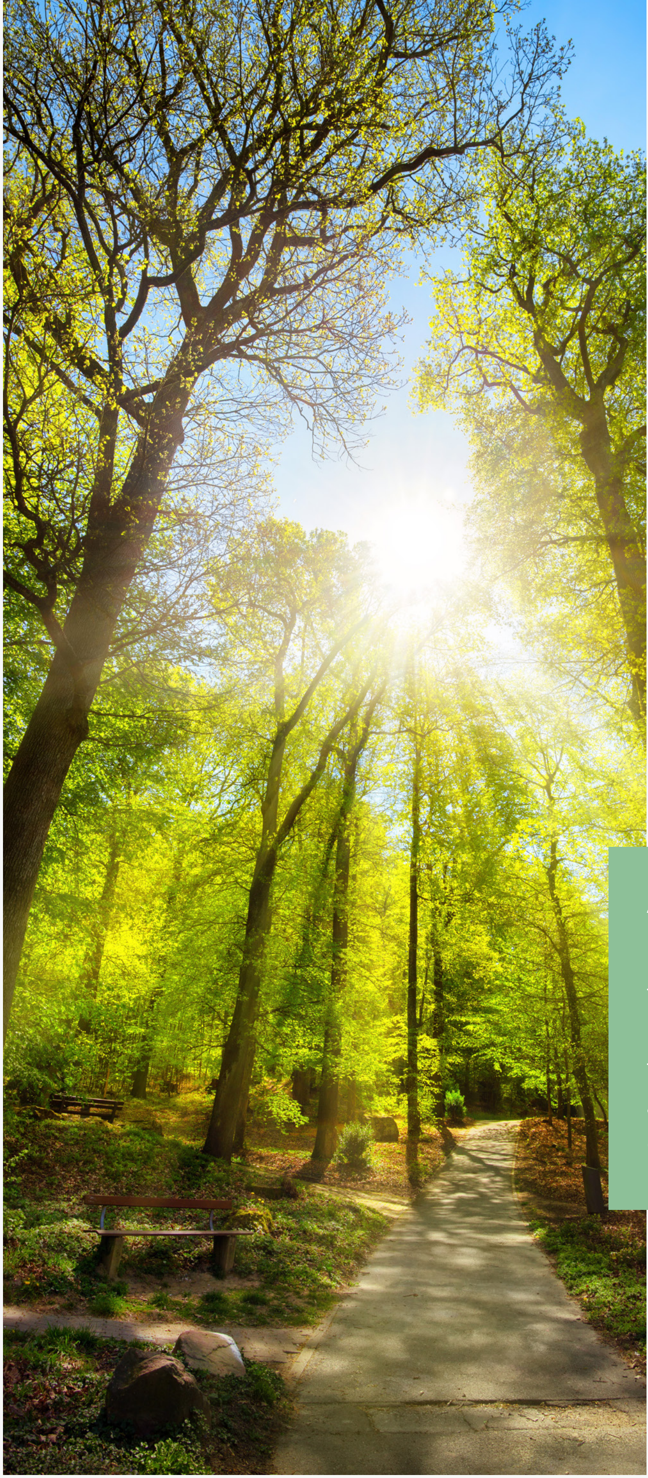
• **Non-repudiation:** the sender cannot deny having sent the message

Improved efficiency and responsiveness

The electronic signature saves valuable time compared to its paper counterpart. For example, taking out a subscription may take several days from signing through mailing and receiving the contract to registration.

With e-signature, a simple email with an attachment to be signed electronically can significantly reduce this processing time and increase productivity.

For companies and BtoB transactions, several entities can sign remotely: the entire process becomes faster and smoother. This represents a significant competitive advantage for your customers, who no longer have to initial and scan each page.



The ideal solution for companies wishing to:

• **Accelerate their sales cycle** by drastically shortening the contract chain without the need to travel,

• **Improve customer performance** and increase customer conversion rate while conveying the image of a modern company,

• **Centralise contractual activity and easily manage their sales force** by acquiring a real-time overview of each sales operation,

• **Collect,** save and record data in a consensual and secure manner as part of a bespoke solution,

• **protect their contracts by guaranteeing their legal value** through solutions that record and seal each contract version using time stamps.

An economic and ecological bonus

In France and worldwide, the business world is headed towards the end of the paper era. Opting for the electronic signature means fewer administrative procedures, fewer supplies, less printing of contracts, less storage and less business travel: large-scale savings that significantly reduce carbon footprint.

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Making the right choices for your company: Signature levels and digital sovereignty

1. 3 main signature levels depending on your needs and practices

The eIDAS Regulation defines three levels of electronic signature:

The simple electronic signature

The first level of security for legal recognition, it includes all systems that do not require prior identification of the signatory, i.e. around 90% of electronic signature processes.

The simple signature concerns all the operations we perform on a daily basis in order to acknowledge receipt of a parcel and sign terms of use, ordinary quotations and invoices, etc.

The advanced electronic signature

The advanced signature is recommended in cases involving greater legal or financial risks. The identification criteria are more advanced - the signatory must be formally identified via a digital certificate.

According to the European eIDAS Regulation, an advanced electronic signature must:

• Be uniquely linked to the signatory

• Be capable of identifying the signatory

• Have been created using data that the signatory can, with a high level of confidence, use under his/her sole control

• Be linked to the data signed therewith in such a way that any subsequent change in the data is detectable

At Oodrive, we distinguish between:

• **A certified signature** which allows quick signing by confirming your identity via your mobile phone or by a statement with supporting documents. It is used to quickly sign sales, employment or subscription contracts. The signed document is sealed and time-stamped in accordance with industry standards. A record of proof of the signatory's identity and the contract's conclusion is created, all of which corresponds to a qualified QCP level eIDAS certificate **in the name of the trusted third party** that collected such proof.

• **An advanced signature** requiring the signatory's identification. In some business sectors, compliance with this e-signature requires identification by a trusted third party (Trust Service Provider). **The electronic signature certificate is then nominative** at LCP (light) level if this identification is done remotely, and QCP (qualified) if it's done face-to-face. The advanced signature is used when there is a high risk of identity fraud, for example to sign a decision report, financial order, life insurance policy, etc.

Focus on the qualified electronic signature, the most secure form of e-signature

The most secure signatures are also the most complex to implement. They require:

- **the signatory to obtain a nominative digital certificate.** Identification of the signatory by a qualified trusted third party is required (QTSP). This is an enhanced face-to-face control without which the digital certificate cannot be issued.
- **the use of a highly secure device called QSCD** (Qualified Signature Creation Device). The qualified signature certificate is located within this system. The QSCD can take the form of a physical device or a cloud system managed by a trust service provider, which is regularly audited and monitored to ensure the highest level of security.

These two additional features guarantee the uniqueness, confidentiality and security of the qualified electronic signature, as well as its very strong legal value. In the event of a dispute, the signatory who denies having signed is responsible for proving it.

It is used for the most sensitive acts: notarial deeds, calls for tender, public services, etc.

Worth knowing

Today, the qualified signature can also be performed remotely by videoconference. Identification of the signatory must then be carried out by a qualified remote identity verification provider - PVID or RIVSP - via a reinforced face-to-face check.

2. Sovereign solution: the only solution that is truly secure

In this age of teleworking and globalisation, the digital market is a major economic challenge for governments. However, the United States' grip on this market, notably via the GAFAM giants - Google, Apple, Facebook, Amazon and Microsoft - poses a threat: that of the potential application of American regulations, which are much less concerned about data protection and encryption than Europe, to companies of all nations.

The Cloud Act and access to sensitive company data in the event of an investigation by the US authorities.

The Cloud Act, in force in the United States since 2018, allows US law enforcement and intelligence agencies to obtain information from telecom operators and cloud service providers stored on their servers, regardless of whether such data is located in the United States or abroad.

This runs counter to European digital policy that seeks to protect companies' assets while allowing them to remain competitive in the global digital market.

Why is it vital for a company to protect its data?

In the event of cyber-attack and theft of strategic data, the consequences can be extremely severe at all levels:

• **Financial:** ransomware, replacement of servers, lost weeks of operation, etc.

• **Legal:** administrative fines, criminal sanctions if the company breaches personal data protection laws and regulations.

• **Brand image:** loss of credibility vis-à-vis partners, customers, shareholders and the general public

• **Industrial espionage by competitors:** risk of protected patents being made public

• **Failure of ongoing transactions:** loss of a market, a major customer, withdrawal of partners, legal action in the event of confidential data leakage.

This is why the European Union is focusing more than ever on data protection and remains wary of the Cloud Act and any extraterritorial legislation.

Data loss key figures:

2 out of 3 companies

suffered at least one attempted fraud in 2021 **(Source: Euler Hermes Barometer 2021)**

US$1.97 million

the average cost of a ransomware attack in the retail sector **(Source: Sophos Ransomware Retail, 2021)**

Every 11 seconds

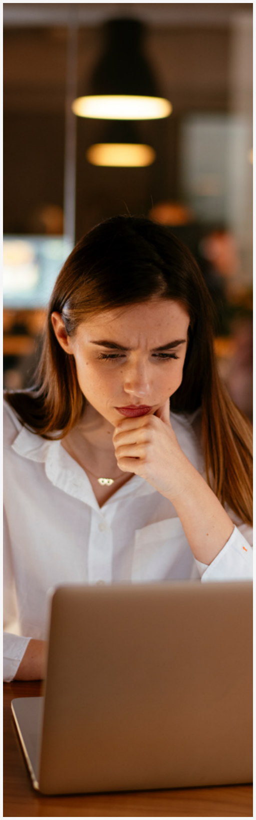
frequency of cyber attacks worldwide in 2021 **(Source: Cybersecurity Ventures - 2022 Cybersecurity Almanac)**

Over 50%

of cyber-attacks target SMEs and **60%** of them go bankrupt within six months of a data breach or hack **(Source: Cybersecurity Ventures - 2022 Cybersecurity Almanac)**

US$5.54 million

average cost of a data breach in organisations with 81-100% teleworkers **(Source: IBM Security Report 2021)**



400%

increase in the number of cyber-attacks since the beginning of the health crisis **(Source: HP Wolf Security video)**

287

average number of days it takes to identify and contain a data breach **(Source: IBM Security Report 2021)**

Cybersecurity and data protection at the heart of European policies

For Europe, the aim is **to combat cyber-attacks, make data centres and physical servers secure within the territory and apply a strict data protection policy** to prevent leakage to inappropriate or malicious recipients.

The EU has been actively committed to this over the past few years:

• The **GDPR** has paved the way for the protection of personal data. The regulation aims to increase the protection of individuals with regard to the processing of their personal data and strengthen the accountability of the parties involved in this processing.

• In addition, the **Digital Markets Act (DMA)** and **Digital Services Act (DSA)**, two new European Commission regulations designed to improve control of the European digital space, increase the accountability of digital platforms and limit abuse by tech giants.

• Lastly, **the European Commission has decided to inject nearly €2 billion into "Digital Europe" in 2022:** the first part will be dedicated to AI, quantum, cloud, data and skills. Two other packages will be attributed to cybersecurity and the development of a network of digital innovation centres.

All these actions strengthen companies' interest in choosing hosting solutions and cloud players in compliance with European standards.

03
Oodrive Sign: the simple, secure, integrated multi-support electronic signature

Much more than just a signature tool, Oodrive Sign is a secure SaaS platform that marks a decisive turning point in the digitisation of corporate processes.

This innovative and intuitive solution simplifies the contract process while:

• complying with the regulations in force applicable to the various business sectors

• maintaining a secure and confidential approach from the act of signature through to data collection and back-up

• allowing agility and fluidity of processes thanks to its use in online and/or offline mode on all media (tablet, PC and smartphone) and its many features.

An intuitive 4-step signature mode

To sign a PDF document using Oodrive Sign:

1. Choose the document you wish to upload to Oodrive Sign.

2. Add the signatory(ies) then choose a signature mode - face-to-face, remote or both if you have several signatories with different requirements or restrictions.

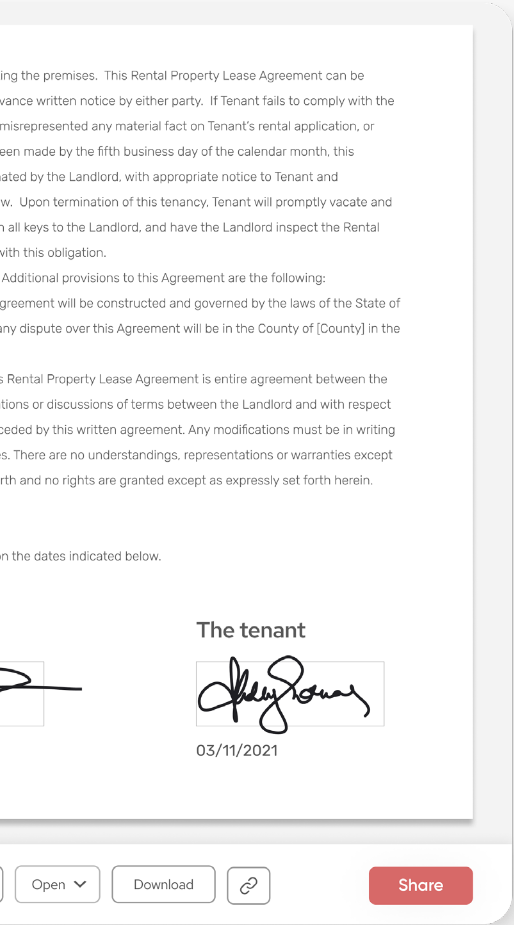
3. Oodrive Sign generates the finalised PDF as it needs to be presented, read and agreed by the signatory(ies). Oodrive Sign then collects the electronic signatures for each signatory.

4. Our trusted third party, Certeurope, certifies and time-stamps the document, any appendices and the identity of each signatory. The document is then sealed and archived in your back office together with any appendices and the proof file.

From the dashboard, you will be able to control and manage all your digital activities!

1. Features of our Oodrive Sign solution

Every day, we develop new features to save customers' time and help them increase productivity and focus on high value-added tasks.



Sign with ease, from anywhere, at any time

SMS notification and signature

Speed up and simplify mobile signing with SMS notification of signature requests. Get your documents signed faster without having to switch mobile applications.

Offline mode

Have your documents signed electronically everywhere, even where there is no network. They will then be uploaded directly to your dashboard as soon as a network connection is available.

Connector for Salesforce

Sign all your contracts directly with Salesforce, without needing to re-enter the signatories or reload the documents. Your signed contracts are automatically uploaded to your CRM system.

Multi-signatory campaigns

Automatically sign a large number of contracts with different signatories in a single click.

Real-time notifications

As soon as a customer signs a document, you are notified by email.

Collect, save, process and reuse your data

Document collection

Sign your agreements without having all the required elements. The signatory will be able to provide his/her supporting documents and other appendices later, before signing the agreement.

Save document templates

Create, share and save your model contracts integrated directly into Oodrive Sign.

Contract monitoring

From a glance, monitor all your contractual activity in real time. Who has viewed it? Who has signed it? And quickly send reminders for all contracts pending signature.

Invoicing and monitoring of consumption

Track customer transaction consumption and quickly manage invoices with the Billing API.

Merging PDFs

If you have several documents to be signed, group them easily into a single file, thereby streamlining the customer consent process.

Call Back

Automatically upload the data contained in the signed documents in your information systems.

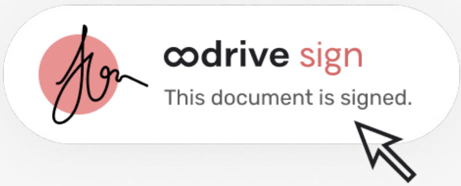
Smartfields®: when the electronic signature becomes smart and your contracts... interactive!

A central feature of the Oodrive Sign solution, Smartfields® allows you to make your documents interactive by inserting customisable fields.

These can contain all the variables related to each contract or document to be signed, including in PDF format.

You can add signature blocks, create templates with "holes" that automatically fill the information, collect the signatory's data and upload it to your information system using the Call Back function.

These smart fields save your teams valuable time, while allowing useful data to be collected for processing your HR documents, customer files and service provider contracts.



2. Simplify your processes by using Oodrive Sign or integrating it directly into your business tools

Automate and customise your workflows via integrated signature paths

By entrusting the digitisation of your contracts to Oodrive Sign, you have a customised, modular workflow fully tailored to your organisation. The electronic signature software is transformed into a customised, ergonomic and secure interface.

Centralise and coordinate your activity in real time:

- Your dashboard allows you to view and track the contract lifecycle at any time.
- You can send reminders to your signatories with a single click and upload and use the data contained in the contracts via your information systems.
- Finally, the tool allows the grouping of documents to be signed and the signing of the same document by several signatories without damaging its integrity.

Easily integrate Oodrive Sign into your information systems and business tools via the API and Salesforce connector

An API to directly interface the electronic signature into your business software and information systems

By integrating Oodrive Sign into your business software you will provide it with powerful value added, as electronic signature is a regulated domain that requires a large number of safeguards.

Our API allows you to import electronic signature functions directly into your business applications and easily develop connectors and integrations:

- Upstream, you can upload your documents to be signed, prepare and pre-fill them
- You then have the parties sign face-to-face or remotely, online or offline, and in accordance with the regulations applicable to your business sector.
- Once the transactions are completed, contracts and data are fed back into the information systems via a call-back. This allows you to certify that the transaction has taken place, that the document has been signed with the right certificate, etc.

Data recovery allows your information systems to know the content of the documents without having to read them, with a guarantee of conformity between this data and the content of the signed document.

The Salesforce connector: link Oodrive Sign to your CRM

To simplify integration with your information system, Oodrive offers a connector with Salesforce. You can link your Oodrive solution to your Salesforce interface without specific programming.

Have all your contracts signed directly from Salesforce, without having to re-enter the signatories or reload the documents. Your signed contracts are automatically uploaded to the CRM.

Use cases:
testimonials from our customers
MURPROTEC and LINXEA

MURPROTEC

We did in one year what we thought would take us five years.

Jean-Claude Laporte-Riou,
Director France & Switzerland, MURPROTEC

Background & challenges

MURPROTEC is a European specialist in wall and air humidity issues that offers its expertise through various business lines:

• surveys of individual households

• treatment solutions for moisture pathologies

• performance of works

• audits by quality managers throughout the warranty period

• account administration via a platform on which all field information is uploaded.

Their customer base consists of individuals and professionals (building managers, joint owner associations, architectural consultants, etc.).

Specific needs

• MURPROTEC's surveyors work in private homes and their activity is governed by the Hamon Act, a French law designed to protect consumer rights. For MURPROTEC, the digitisation of its business had to take this into account.

• All documents previously signed on paper - surveys, appraisals, quotations, purchase orders - required the implementation of a tool enabling an independent signature for each document, an offline signature and perfect transparency for all stakeholders and signatories, in strict compliance with the law.

• The forwarding of survey files with photos and contracts to the various physical agencies involved many hours of travel and administrative processing of all the documents.

Oodrive's response exceeds MURPROTEC's expectations

Thanks to the implementation of Oodrive Sign and the support provided to the teams, MURPROTEC was able to make significant savings by eliminating almost all paperwork, travelling time for file transmission and processing and zero value-added administrative tasks.

On the contrary, the solution facilitated the work of technicians, upgraded administrative posts, enriched the database in real time and provided a much better history for post-project monitoring.

The enriched database will also allow statistical studies to be carried out at national level.

MURPROTEC has decided to continue rolling out Oodrive Sign at European level.

LINXEA

> *The CertSign solution is a real growth driver for LINXEA. Since its integration into our customer experience, the volume of contracts signed has increased by 75%.*
>
> Antoine Delon, Chairman of LINXEA

Background & challenges

LINXEA is a specialist in reduced-cost online savings. The company proposed a subscription that required returning to paper after an initial digital step in order to sign and return contracts by post.

This interruption of the customer experience was a hindrance to contractualisation and required a team of 10 people for manual mail processing. LINXEA therefore called on Oodrive to deploy CertSign, define a new digital contract process and ensure the authentication of signatories directly online.

Specific needs

One of the main challenges of online contracts for a life insurance product is **to provide guarantees of the identity of a potential policyholder.** In order to comply with the regulations on online brokerage (particularly with regard to anti-money laundering) and guarantee probative value in digital contracts, LINXEA opted for the advanced electronic signature.

Accordingly, thanks to prior verification of identity documents and authentication of the signatory via SMS and electronic certificate, insurers have strong guarantees regarding the client's identity.

Summary: new tasks for LINXEA teams and strong business growth

The switch to electronic signatures has had a highly positive impact on LINXEA's business development and productivity.

The possibility of immediate subscription to the life insurance policy has increased customer satisfaction and raised the online conversion rate by 30%. Within the company, the ten middle-office employees previously responsible for handling mail have moved towards new sales responsibilities and regulatory monitoring.

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