

# T-Mobile USA

## Case Study

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### T-Mobile USA is Using SIGNificant Signature Solutions for all Contract Signing at its Point-of-Sales



T-Mobile customers now enjoy better service and assistance from the sales personnel due to the fact that they have extra time to focus on the needs and wants of their new customers.

#### Highlights

**Client:** T-Mobile USA

**Product:** SIGNificant Server

**Number of signature stations:** > 8.500 shops

As of September 2008 T-Mobile USA Inc. launched an ambitious program called the Five Minutes Activation (“5MA”), which drastically reduces the new-cell phone activation time in the company’s more than 1,500 nationwide corporate stores from 35 minutes to only 5 minutes. Being an integral part of this program, xyzmo SIGNificant provides a unique, secure, reliable and scalable electronic signature technology fully integrated into T-Mobile USA Inc’s existing activation platform that allows T-Mobile USA Inc. to process all new Service Agreements and sales-receipts in all corporate stores nationwide (currently more than 8,500 point of sales stations) fully electronically.

The full technical integration was completed by only one xyzmo consultant managed by Accenture in a record time of less than one month. The activation process in T-Mobile USA Inc. stores is now much faster, efficient, effective and secure thanks to the use of various functions of the provided xyzmo SIGNificant technology: the Service Agreements are now automatically populated with accurate data captured while scanning/swiping a Driver’s License or Credit Card of the new T-Mobile USA Inc. customer; the Social Security Number is securely entered on a soft keyboard on Ingenico 6780 devices and no longer shared with the T-Mobile USA Inc. sales personnel; customers review the

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electronic Service Agreement before electronically signing it on the Inglenico 6780 devices; the Service Agreement becomes an electronic original when it is sealed with the xyzmo SEAL which is the superior sealing method of the xyzmo digital and electronic signature solution; storing the electronic Service Agreements directly into the existing T-Mobile USA Inc. document management system from EMC “Documentum” and sending it to the customer over email concludes this fully enabled electronic process at point of sale which completely eliminates paper based service agreements and sales receipts, thus eliminating the cost of paper, printers, toners, courier costs (i.e. FedEx), Scanning, long-time archiving at Iron Mountain, etc. and the labor associated.

The completely new shopping experience guarantees customer satisfaction: customers now enjoy better service and assistance from the T-Mobile USA Inc. sales personnel due to the fact that they have extra time to focus on the needs and wants of their new customers; at the same time, waiting periods are substantially shortened - signing happens on a signature pin pad that is part of the Inglenico 6780 Device exactly as it T-Mobile USA Inc. and its customers are now enjoying the benefits of a state of the art electronic signature technology at point of sale, which is part of one of the largest roll-outs of this kind of technology ever completed.

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### About T-Mobile USA

Based in Bellevue, Wash., T-Mobile USA, Inc. is the U.S. operation of Deutsche Telekom AG's Mobile Communications Business, and a wholly owned subsidiary of T-Mobile International, one of the world's leading companies in mobile communications. By the end of the first quarter of 2009, more than 148 million mobile customers were served by the mobile communication segments of the Deutsche Telekom group — 33.2 million by T-Mobile USA — all via a common technology platform based on GSM, the world's most widely used digital wireless standard. T-Mobile's innovative wireless products and services help empower people to connect to those who matter most. Multiple independent research studies continue to rank T-Mobile among the highest in numerous regions throughout the U.S. in wireless customer care and call quality. For more information, please visit <http://www.TMobile.com>. T-Mobile is a federally registered trademark of Deutsche Telekom AG

### About xyzmo SIGNificant Group

xyzmo SIGNificant Group is a leading provider of electronic and digital signature solutions, offering an exclusive product line that equips organizations with a smooth transition into a secured paperless environment, complying with e-signature legislation. Our signature solutions, including the digital stamp and the personal electronic and biometric signature, represent the basis for integrated digital processes. Xyzmo SIGNificant products are being used by leading companies in more than 10 countries and in various industries such as: telecommunications, banking, insurance, healthcare, pharmaceutical, manufacturing and others. Thanks to our signature solutions, signing and stamping remain as easy as ever, but are performed directly within the electronic document and can be integrated into any existing application or document workflow procedure.