



USE CASE

Chamber of Commerce (KVK) customers sign online mutations digital

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"Previously, we received about 1.2 million paper documents every year. These are processed manually by our back office, one by one, whereby mail items are opened, staples are removed and the submitted changes are made. The documents are then scanned to digitize and archive," explains Hiep.

"The Chamber of Commerce has been focusing on digitization for some time," continues the ICT program manager. "For example, the delivery of documents by notaries has been digitized for some time. However, changes made by other customers could previously only be submitted by post. A crucial element for this was missing: a reliable means of identification with which entrepreneurs can put a digital signature."

Combining multiple identifiers

At the beginning of 2016, the Chamber of Commerce started looking for a partner who could supply such a solution. "An important condition here was that this signing can be performed with sufficient reliability with resources that entrepreneurs already have at their disposal.

This can be achieved by combining multiple identifiers. The focus here was on the combination of DigiD and payment of one euro cent via iDeal," according to the ICT program manager.

To guarantee the reliability of this process, a conscious choice was made for proven technology. "We didn't want a supplier that develops custom software for us, but one that has proven itself in practice with an existing product. We launched a European tender to attract a partner who can supply this technology. An important requirement here was that we can work closely with this partner to further develop the product. This tender was awarded to Evidos at the end of 2016."

Mail volume reduced by up to 30 percent

The digital signing function based on Ondertekenen.nl was made available to KVK customers in August 2017. "We have already received a few hundred thousand digitally signed mutations. Every working day this concerns about 1,000 to 1,500 mutations. This is equivalent to 20 to 30 percent of the mail volume, which means that we have considerably reduced the amount of paper mail. to push," explains Hiep.

"At the moment not all mutations can be submitted online. For example, there are mutations where several people have to put a signature on the document. This is not yet possible with us digitally. Of the mutations that can be submitted online, 60 are now up to 70 percent digital in."

When enabling online transactions, the focus was on increasing customer satisfaction, while increasing the efficiency with which transactions are processed came second. "In some cases, concessions have been made to the efficient processing of transactions by the back office employees in order to increase customer satisfaction. For example, documents that are delivered digitally are still checked by an employee to ensure that they are correctly processed in the Trade Register, which formed an extra safety net during the start-up phase. We are now working on fully automating the processing of online changes, so that we also remove this last manual step."

"In the long run, we want to make it possible to have changes digitally signed by several people so that all changes can be submitted online. We also want to offer digital registration for sole proprietorships."

At present, entrepreneurs still have to physically identify themselves at a Chamber of Commerce office before they can be registered. To digitize this, a much heavier identity check is therefore required than for digitally signing mutations," says Hiep.

Well acquainted with the market

"Evidos not only has the technology to realize such a project, but is also well acquainted with our market. This way, the organization knows which policies, laws and regulations must be complied with, without us having to explain this," says Hiep. "This greatly simplifies the collaboration and enables Evidos to proactively think along. Evidos has a good idea of the requirements that must be met and can help to meet them. For digitally signing online mutations we use, for example, DigiD, for which an annual audit has to be carried out. Evidos is prepared for this, which considerably simplifies going through such an audit."

"Both parties benefit from the close collaboration. Together with Evidos we can develop new functionalities and devise concepts to serve entrepreneurs even better, while Evidos can also use the knowledge it gains with other customers. The relationship with Evidos is therefore a real collaboration, and not so much a customer-supplier relationship."

More information

Please contact us if you would like to know more about digital signatures or electronic identification.

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