

# the digital writing is on the wall

## Synergy eSign™ is the future of e-signatures for financial institutions.

In today's digital-first world, e-signatures are a big deal – and big business.

In 2024, the global e-signature market – made up of software and service providers offering digital signature capabilities to users in nearly every industry – generated \$2.1 billion in revenue. By 2030, that number is projected to reach a staggering \$20.3 billion.<sup>1</sup>

For financial institutions, choosing the right e-signature solution is a critical – and often challenging – part of doing business in the digital age. Overseeing sensitive data and assets requires financial institutions to balance their desire for the ease and convenience of electronic documentation with a keen awareness of the added security and controls they must employ.

The provider of the leading e-signature solution on the market today boasts a roster of clients representing businesses in nearly every industry imaginable. And while they offer a myriad of appealing features, their solution isn't tailored for any one industry segment – so it's essentially a one-size-fits-all product.

## a solution tailor-made for financial institutions

Synergy eSign™ from Jack Henry™, on the other hand, is an e-signature solution made specifically for financial institutions.

With Synergy eSign, you can capture in-person and remote signatures, and store signed documents in Synergy Enterprise



Content Management™ (ECM) or export them for external use. And Synergy eSign seamlessly integrates with Jack Henry's suite of products and third-party systems, ensuring a streamlined signing and document management process that eliminates manual tasks, enhances operational efficiency, and reduces errors.

## Robust Features for Comprehensive Document Management

Synergy eSign is loaded with features designed to simplify and enhance document management. You can manage various business transactions – from signature cards and loan applications to HR and insurance enrollments – with ease and precision.

- **Multi-channel signature options:** Supports in-person and remote signing, accommodating diverse client needs to capture documents at the time of transaction.
- **Document template definition:** Provides a comprehensive tool for defining document templates, which allows for easy creation of predefined templates to expedite the signing process.
- **Manual document design:** Offers flexibility for unique one-off documents.
- **Predefined signature locations:** Ensures accuracy and consistency in document execution.
- **Permanent signature embedding:** Digitally embeds signatures into non-editable PDFs, enhancing security and compliance.

## how well does Synergy eSign stack up against the competition?

Synergy eSign's tailored design, robust features, cost efficiency, and exceptional support make it ideal for financial institutions seeking a secure, user-friendly, and sustainable e-signature solution.



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## Better Security and Added Controls

With Synergy eSign, you get better control over sensitive accountholder data. And eSign's on-premises server options provide an additional layer of security, ensuring compliance with stringent data protection guidelines such as the General Data Protection Regulation (GDPR), which standardizes data protection.

Cathy Feyen, former IT project manager at Andrews Federal Credit Union – which operates branches in the U.S. and Europe – handles all the imaging, document retention, and archiving for the credit union. Feyen had firsthand experience with the credit union's switch from a competitor to Synergy eSign and appreciated the technology's overall security and the way member data is collected, used, and stored.

"With the GDPR requiring stronger protection for personal data such as Social Security numbers, account numbers, etc.," says Feyen, "Synergy eSign offers better security and control than our previous remote signature capture solution."

## More Features and Enhanced Functionality for Improved Usability

Usability is another area where Synergy eSign outshines the competition. Synergy eSign offers automatic indexing with any imaging solution, and template creation, document indexing, and platform setup are faster and more intuitive. This ease of use translates to greater staff productivity and improved accountholder service.

Synergy eSign lets you digitally capture signatures and securely, permanently embed them into non-editable and auto-indexed PDF files. This means you can eliminate the time and resources required to scan, copy, and file paper documents.

Powered by Kinective, eSign also supports multiple signatories at separate locations. It can be used in any business transaction that requires electronically captured documents and signatures, such as signature cards, loan applications, and insurance enrollments.

For Feyen, the real game-changer has been the way Synergy eSign streamlines workflows by automating processes such as document indexing, filing, and – most importantly – template creation.



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“With our previous solution, it was very difficult to create templates,” says Feyen. “But with eSign, I can create 20 to 30 templates in the time it would’ve taken me to create one or two before.”

### Greater Cost Savings

The leading competitor’s higher pricing and fragmented feature offerings often leave financial institutions paying more for less functionality. Their model is to require users to pay in advance for authentications, while eSign’s model is to bill quarterly based on usage. And Synergy eSign’s comprehensive solution includes all necessary features at a fixed enterprise rate.

“[Our previous solution] is higher priced, and we had to buy different components,” says Feyen. “With Synergy eSign, everything we need is included; we don’t have to buy bits and pieces, because it’s enterprise-based. Plus, I know it’s all 100 percent secure.”

### Superior Client Service

Jack Henry is the first line of support for the eSign solution and works directly with Kinective/IMM to implement various client-requested platform integrations.

“The support we receive with Synergy eSign is just unbelievable; the service is just outstanding,” says Feyen. “eSign is simply a much better product than what we had before – especially with the support. If I make a call about Synergy ECM and Synergy eSign, there are people I know who will be right there on the phone.”

## a secure, sustainable future with Synergy eSign

In an era where security and sustainability are paramount, Synergy eSign delivers on both fronts. Its secure, fully integrated system ensures that accountholder data is handled with the utmost care, and its digital-first approach reduces environmental impact. The result is a solution that far exceeds the demands of modern financial institutions.



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Cathy Feyen couldn't agree more.

"eSign works wonderfully with all our Jack Henry and other third-party products," says Feyen. "It's very user friendly for both our staff and our members. eSign is one of the best products our credit union has purchased."



**Jack Henry is the first line of support for the eSign solution.**

## create limitless possibilities

[Connect](#) with a data analytics, imaging, and business operations technology expert to learn more.

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).

### **sources**

1. [U.S. Digital Signature Market Size & Growth Report, 2032](#)