

# DocuFirst Integrates GlobalSign Digital Signing Service into Paperless Loan Software to Enable Secure End-to-end Document Workflows



## Challenge

DocuFirst, the leading provider of paperless loan software, has been in the electronic document management space for years, but wanted to expand their offering to include digital signatures so their customers could keep their entire processes, from loan application to funding, online. This was especially important because their client base of residential and commercial lending and mortgage firms relies heavily on forms and signature collection to complete transactions.

Bringing the signing process online would significantly reduce the costs and resources associated with paper signatures and would greatly increase document workflow efficiency. Knowing their customers would require signatures at least as secure and trusted as wet ink, if not more so, and taking into account the latest electronic signature requirements from industry groups like the Department of Housing and Urban Development (HUD) and Fannie Mae, DocuFirst sought a PKI-based digital signature solution.

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“For years, signatures have been a bottleneck for the lending space, interrupting the electronic and automated transactions that end users have come to expect,” said Randall Nachman, Founder, DocuFirst. “We wanted to make it easy for lending companies to take the signing process online without sacrificing security and trust. By integrating digital signatures, we could provide companies an end-to-end workflow with signing processes even more secure than wet ink, thanks to the underlying cryptography, identity validation, and timestamping.”

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## Solution Requirements

- Provide trusted and compliant digital signatures directly within the DocuFirst application
- Create a seamless signing experience for customers
- Flexibility to sign with multiple types of identities
- Easy integration so as not to burden DocuFirst development and support teams

## CUSTOMER PROFILE

- **INDUSTRY**  
Paperless loan software
- **CUSTOMER BASE**  
Lending, insurance, and real estate companies
- **GLOBALSIGN SOLUTION**  
Digital Signing Service

## AT A GLANCE

- **PROBLEM**  
DocuFirst wanted to build digital signatures into their paperless loan software application so their customers could keep transactions completely online while also meeting e-signature regulations and increasing document security.
- **SOLUTION**  
GlobalSign’s Digital Signing Service allows them to integrate trusted digital signatures directly into their application without significant internal development, cryptographic expertise, or hardware investment. The solution is easy for both DocuFirst to deploy and maintain and their customers to use.

## Solution

GlobalSign's cloud-based Digital Signing Service (DSS) is a perfect fit for DocuFirst's needs, providing everything needed to deploy digital signatures into any application with one simple integration. Other deployment options would require sourcing the supporting cryptographic components (e.g., signing certificates, key management, timestamping server, OCSP or CRL service) separately and often require on-premises hardware investments. DSS provides these components in one simple API call, which greatly simplifies the integration and eliminates the need for in-house cryptographic expertise or hardware maintenance.

DSS also provides greater flexibility with signing identities, including the ability to sign as an individual rather than an organization. This means DocuFirst can support more customization for each customer, including the ability to sign in their own company name or extend this ability to their end customers (i.e., the person signing the loan application can digitally sign in their name).

The service's high throughput means signatures can be applied instantly and at multiple times throughout the document. Unlike competing solutions, which generally only support one, final digital signature to seal the document, every signature in the DocuFirst workflow is a digital signature. This provides greater auditing support for their customers since each signature is timestamped with details embedded directly in the document.

## Results

- DocuFirst customers can keep their entire document workflow online, cutting costs by up to 90% and significantly reducing the time spent managing, archiving, and shipping paper files
- DocuFirst customers get the benefits of digital signatures, including timestamping, auditing support, tamper-evidence, and compliance, without having to administer or manage certificates themselves
- DocuFirst customers can brand their signatures or elect to have their end customers sign in their own names
- Simple REST API integration meant DocuFirst was able to build digital signatures directly into their application with minimal development and no on-premises hardware to manage
- Cloud-based Signing Service is low maintenance, requiring little to no manual interaction with the service or key management compared to HSM-based deployments

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“The lending space is very transaction- and technology-driven, so if we're going to scale and grow – and this goes beyond just the lending industry - we need to embrace the latest technologies and automate. Integrations like the Digital Signing Service – simple, cloud-based, flexible, no large upfront investments needed – are the future and GlobalSign is leading the way.”

- Randall Nachman  
Founder,  
DocuFirst

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### About DocuFirst

DocuFirst is a provider of Document Management Software that helps organizations eliminate manual paper-based processes and collect digital content more efficiently. The company provides robust document management capabilities and allows businesses to collect and store data needed to fill forms, create and digitally sign those forms, and automate document indexing and workflows. All of these pieces are necessary components for 100% digital transactions. To learn more about DocuFirst, visit [www.docufirst.com](http://www.docufirst.com).

### About GlobalSign

GlobalSign is the leading provider of trusted identity and security solutions enabling businesses, large enterprises, cloud service providers and IoT innovators around the world to secure online communications, manage millions of verified digital identities and automate authentication and encryption. Its high-scale Public Key Infrastructure (PKI) and identity solutions support the billions of services, devices, people and things comprising the Internet of Everything (IoE).

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