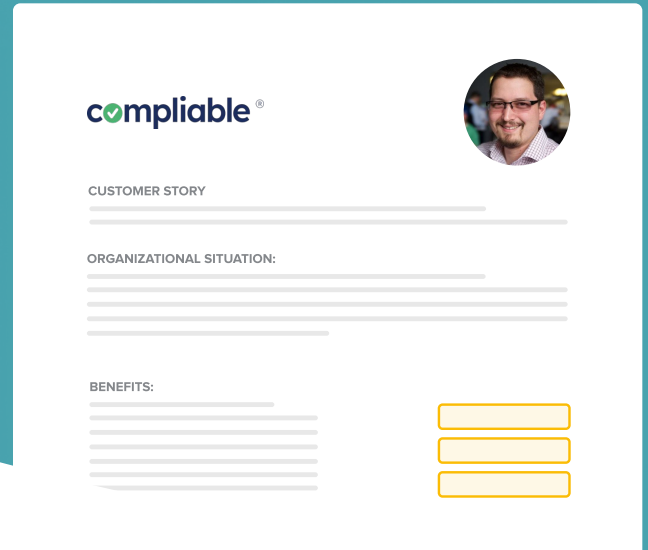


Streamlining Compliance with SignWell's API

CUSTOMER STORY

With Chris Oltyan, CEO, Compliant



OVERVIEW

INDUSTRY: GAMING COMPLIANCE

The gaming compliance industry is heavily regulated, requiring businesses to navigate complex, state-specific licensing processes. Multi-jurisdictional operators face unique challenges, including managing large volumes of lengthy forms and adhering to strict regulatory requirements.

CUSTOMER PROFILE:

Compliant helps companies that cannot efficiently scale the management of the licenses and permits they need to comply with their industry. Their platform lets companies manage, renew, and acquire all the necessary licenses to grow and expand their business. With Compliant, companies can focus on growing their business rather than trying to figure out the status of their licenses.

ORGANIZATIONAL SITUATION:

Compliant's reliance on Adobe eSign for e-signatures revealed significant challenges. The solution struggled with performance delays, expensive per-signature costs, and API constraints that disrupted workflows. These inefficiencies hindered Compliant's processing of many customers' forms and delivered a seamless user experience.

SOLUTION:

To overcome these hurdles, Compliant integrated SignWell as their e-signature provider. The intuitive API, near-instantaneous document processing, and cost-effective pricing made SignWell the ideal partner. The transition was completed seamlessly within days, preserving existing workflows while enhancing performance.

BENEFITS

- **Faster Processing:** Document setup speeds increased tenfold, enabling timely submissions.
- **Cost Savings:** Reduced operational expenses with a more favorable pricing model.
- **Enhanced User Experience:** Seamless integration kept users within the Compliant platform.
- **Regulatory Compliance:** Integrated signing flow helped make sure all forms were completed in a compliant fashion.
- **Personalized Support:** Responsive assistance fostered a strong, collaborative partnership.

OVERVIEW

Compliant, a trailblazer in gaming compliance, provides cutting-edge solutions to simplify the licensing process for multi-jurisdictional sportsbooks and iCasino operators. Founded with the vision of streamlining bureaucratic challenges, the company faced a crucial turning point when its existing e-signature solution hindered operational efficiency. Their choice to integrate SignWell resolved immediate issues and positioned them as a leader in compliance innovation.

The company's unique approach enables gaming businesses to navigate the complexities of licensing with confidence. Known as the "TurboTax for licensing," their platform automates completing 100+ page regulatory forms. This innovation is critical in an industry where regulatory hurdles can be costly and time-consuming. Despite its success, Compliant encountered significant challenges with its initial e-signature solution that necessitated a strategic pivot.

We needed a partner who could grow with us, SignWell's API was intuitive and designed with developers in mind. Integration took only a few days, and the results were immediate.

Chris Oltyan.
CEO, Compliant

We were dealing with delays that impacted our client's ability to operate. Large documents would take minutes to process, and Adobe's API changes meant our customers were redirected to their platform, disrupting the seamless experience we promised.



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CHALLENGES IN LICENSING COMPLIANCE

Licensing is a critical step toward compliance for companies in the Sportsbetting and iCasino space but is also fraught with complications. Each state imposes unique requirements, and multi-jurisdictional operators must manage various forms, timelines, and signatures. Compliable’s platform was designed to address these issues, but their reliance on Adobe eSign revealed critical flaws in their process.

Chris Oltyan, Compliable’s CEO, recalled the frustrations: **“We were dealing with delays that impacted our client’s ability to operate. Large documents would take minutes to process, and Adobe’s API changes meant our customers were redirected to their platform, disrupting the seamless experience we promised.”**

The limitations extended beyond performance. Adobe eSign’s per-signature billing model quickly inflated costs, especially given the volume of signatures required for regulatory compliance. Each document often required multiple signatures, and any errors during the process necessitated additional iterations, compounding the costs.

Further compounding these challenges were strict regulatory requirements that demanded all signatures and submissions occur within the same day. This created significant pressure to ensure efficiency without compromising compliance. Oltyan described it as a “constant balancing act” between satisfying client expectations and adhering to stringent regulatory timelines.

EVALUATING ALTERNATIVES: WHY SIGNWELL STOOD OUT

Recognizing the need for change, Compliable began evaluating alternative e-signature solutions. The search included several providers, such as DocuSign and PandaDoc, but SignWell quickly emerged as the frontrunner. From the outset, it was clear that SignWell offered distinct advantages over its competitors.

One of the key differentiators was the simplicity and flexibility of SignWell's API. **"We needed a partner who could grow with us,"** Oltyan explained. **"SignWell's API was intuitive and designed with developers in mind. Integration took only a few days, and the results were immediate."**

Speed was another critical factor. While Adobe had struggled with performance issues, SignWell delivered near-instantaneous document processing. This was transformative for Compliant, allowing them to meet tight regulatory deadlines without the stress of system-induced delays. **"It's hard to overstate the impact,"** Oltyan noted. **"We went from waiting seconds or even a minute for responses to having everything processed almost instantly."**

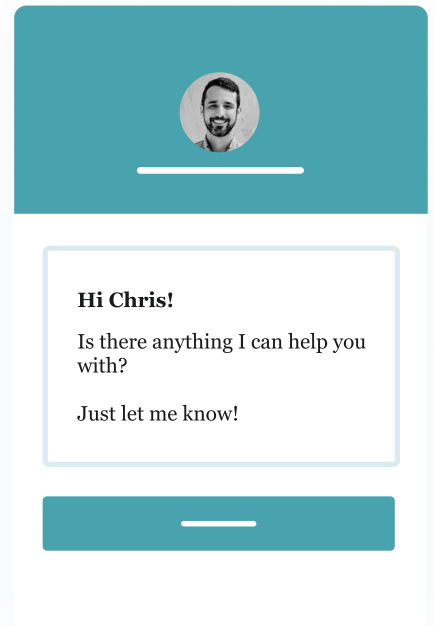
Cost efficiency was also a significant consideration. With SignWell's pricing model, Compliant was able to reduce operational expenses significantly. This improved their profitability and allowed them to offer more competitive pricing to their clients, further enhancing their value proposition.

SEAMLESS IMPLEMENTATION: A TESTAMENT TO COLLABORATION

The transition to SignWell was remarkably smooth, a testament to the collaboration between both companies. Within days, Compliant's team had fully integrated SignWell into their platform, replacing Adobe eSign without disrupting their workflows. The ease of implementation underscored SignWell's commitment to creating developer-friendly solutions.

One of the standout aspects of the partnership was the level of support provided by SignWell; unlike their previous experience with Adobe, where Compliant often felt like "a mark in a spreadsheet," SignWell treated them as a valued partner. Oltyan said, **"Every question was answered with a thoughtful, timely response. That level of support makes all the difference."**

The immediate results of the integration were evident. Document setup speeds increased tenfold, enabling Compliant to process high volumes of licensing forms with unprecedented efficiency. Clients noticed the difference, praising the faster turnaround times and smoother experience.



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It's about removing friction. Every step we can automate brings us closer to our goal of seamless compliance.

SignWell's flexibility inspires us to think bigger. We're not just solving today's problems; we're building the foundation for the future of compliance.

TRANSFORMATIVE RESULTS AND BROADER IMPACT

The impact of the partnership extended beyond immediate operational improvements by addressing the bottlenecks in their e-signature process.

One of the most significant outcomes was the ability to meet tight regulatory timelines with ease. For gaming operators, this was a game-changer. Errors or delays in licensing compliance can result in costly penalties or lost business opportunities. With SignWell, Compliant provided clients with a solution they could trust, enhancing their reputation as a reliable compliance partner.

The financial benefits were equally compelling. Compliant achieved significant cost savings by reducing reliance on costly per-signature pricing models. These savings were reinvested into other business areas, including expanding their platform's capabilities and exploring new market opportunities.

Compliant's clients also benefited from the improved user experience. The seamless integration of SignWell meant they could complete signatures without leaving the Compliant platform. This saved time and reduced the likelihood of errors, further streamlining the compliance process.

BEYOND E-SIGNATURES: EXPANDING THE VISION

While the initial focus of the partnership was on solving immediate challenges, it quickly became apparent that the collaboration with SignWell had the potential to drive broader transformation. Compliant is now exploring ways to extend its offerings, focusing on automation and data privacy.

Automating notary services is one of the key areas of interest. Many licensing forms require notarization, which is often manual and time-consuming. By integrating notary services into its platform, Compliant aims to eliminate yet another layer of complexity for its clients. **"It's about removing friction,"** Oltyan emphasized. **"Every step we can automate brings us closer to our goal of seamless compliance."**

Data privacy is another critical consideration. With increasing scrutiny around GDPR and similar regulations, Compliant is committed to carefully handling sensitive documents. They've implemented processes with SignWell to automatically delete sensitive data through callbacks and webhooks, reducing the risk of compliance breaches.

Compliant sees enormous potential to integrate their solutions into broader platforms. By partnering with ERP systems and other industry-specific tools, they aim to create a comprehensive ecosystem that simplifies compliance across multiple touchpoints. **“SignWell’s flexibility inspires us to think bigger,”** Oltyan shared. **“We’re not just solving today’s problems; we’re building the foundation for the future of compliance.”**

A NEW ERA IN COMPLIANCE

The partnership between Compliant and SignWell represents a turning point in the gaming compliance industry. They have set a new standard for what’s possible by addressing the unique licensing challenges. The success of this collaboration is a testament to the power of innovation, adaptability, and shared vision.

As Compliant continues to expand its reach, SignWell remains an integral part of its strategy. Together, they demonstrate that the right partnership can transform obstacles into opportunities, paving the way for a more efficient and reliable compliance landscape.



For more information
call or visit:

signwell.com