



Revolutionizing customer experiences with Virtusa's digital enrollment solution

Digital transformation using
Adobe Experience Manager Forms and Adobe Sign

Traditionally, organizations faced challenges capturing customer signatures and processing services due to manual, paper-based forms. This cumbersome process demanded physical visits, causing delays and inconvenience.

Enter Virtusa's Digital Enrollment solution, a transformative approach that elevates customer experiences across diverse industries.

Features of the solution include:

- Personalized onboarding
- Draft saving
- Resume anytime
- Form abandonment identification
- Increased enrollment ratio
- Multi-party digital signature
- Save as PDF

The Digital Enrollment solution improves the customer onboarding experience through personalization tailored to the customer's needs, accredited by Adobe.

Why clients are choosing Virtusa

We are an Adobe Platinum Partner with over 100 major AEM projects delivered to 60+ clients. The solution is [accredited by Adobe](#).

We provide repeatable processes and accelerators to help drive client revenue by leveraging the Adobe Experience Cloud

We offer complete coverage on solution development through engineering, innovation, and dependable delivery

Capabilities

Our Digital Enrollment solution transforms customer experiences across multiple verticals with the following tools and features:

- **Adobe Experience Manager (AEM):** Leveraging AEM Forms, Sites, and Assets, Virtusa provides a comprehensive content management solution. It enables efficient and agile creation, management, and delivery of responsive websites and forms/documents.
- **Streamlined onboarding:** AEM Forms ensure a seamless and secure digital services enrollment process, making customer onboarding an integral part of a digitally connected experience.
- **Cross-Platform accessibility:** Users can draft, save, and resume applications swiftly and interactively, transitioning seamlessly from desktop to mobile applications.
- **Automated workflows:** The solution employs automated workflows connecting form data with back-end systems, business rules, and personnel, accelerating application processing times.
- **Simplified form-filling:** Prefilling data from existing customer databases or social logins simplifies the form-filling process, enhancing user experience.
- **Intelligent insights:** Real-time insights into customer interactions allow for continuous improvement. The solution intelligently identifies drop-off points, tests new experiences' success rates, and optimizes forms accordingly.

Virtusa's Digital Enrollment solution eliminates manual bottlenecks and redefines how organizations connect with customers, offering a seamless and efficient enrollment experience.





Benefits

- Improves user experience for forms, applications, and statements across all digital channels
- Allows users to easily author, publish, and manage forms and associated data
- Gain insight into the form experience and identify drop-off points
- Simplify form filling on any device
- On-demand access on any device from any location
- Improved user experiences, reduced paperwork and total cost of ownership (TCO), and increased conversion rates

Success story

Virtusa's Digital Enrollment solution helped a leading UK bank improve customer experience and digitally reduce customer onboarding time from twelve days to less than two days. The solution also provides streamlined digital onboarding and tracks completion.

About Virtusa

Virtusa Corporation is a global provider of digital engineering and technology services and solutions for Forbes Global 2000 companies in the financial services, healthcare, communications, media, entertainment, travel, manufacturing, and technology industries worldwide. At Virtusa, digital engineering is at the heart of everything we do. We are 35,000 builders, makers, and doers that partner with customers to reimagine enterprises and creatively build solutions to the most pressing business challenges that move them to the forefront of their industries.

Virtusa's unique Engineering First approach means never presenting an idea we can't execute. With deep industry expertise and empowered agile teams made up of world-class talent, we think about execution early in the process, because the earlier you think about execution the earlier an idea can have an impact. Solving from the inside out enables businesses to respond swiftly to changing needs with improved quality, lower costs, and lasting results.

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