

WISR

Australia's first neo-lender, WISR represents a growing category of fully-digital finance providers, free from the constraints of legacy technology and traditional infrastructure.

DocuSign plays an integral part of the customer journey, digitising once manual and often laborious processes to execute loan contracts. It is now much simpler and easier for customers to interact with their lender and WISR is scaling fast to offer Australians a fairer, smarter and wiser alternative in consumer finance.

Results

10,000

new brokers signed on in six months

2x

loan completion rates

30%

increase in admin productivity for sales and credit teams

90-minute

loan turnaround for the broker channel

“Our record growth over the last six months would not have been possible without DocuSign and the improvement it has made to our end-to-end automation.”

Mathew Lu
Chief Operating Officer
WISR

Keeping business digital

As a fintech, Wisr doesn't have the same bricks and mortar footprint as large incumbent lenders. So in place of branches and thousands of support staff, it offers digital experiences. It's not only more convenient, but what customers expect. Mathew Lu, Chief Operating Officer at Wisr, says customers increasingly expect to transact in real-time. "Asking customers to sign documents in a branch or sending them through the post, just doesn't cut it anymore. At Wisr, we aim for a 100% digital customer experience."

Driving digital experiences is key to the company's growth. This has forced it to find new ways of working to obtain greater efficiencies. In the past, signing on new brokers and customers required printing, signing, scanning documents and waiting for them to be acted on. It was a hassle for stakeholders and a threat to productivity.

To achieve the growth it wanted, Wisr needed a modern System of Agreement that could connect with its proprietary lending platform and applications. With its open connectivity and intuitive user experience, DocuSign provided the ideal solution. As a company, DocuSign also alleviated concerns about the legality of electronic signatures. "It was reassuring to work with a global leader with a strong understanding of the business and regulatory environment," says Lu.

Delivering speed and a superior experience

Implemented in 2015, DocuSign has helped Wisr automate agreement processes and deliver an end-to-end digital experience to brokers and customers. This means that almost 85% of loan applicants can now be processed automatically. DocuSign is used to verify and sign documents as well as sending automated reminders. It also helps trigger the business to finalise settlement once applications have been digitally signed and returned.

Supported by a faster and simpler process, borrowers are less likely to abandon loan applications. In fact, with the end-to-end digitisation approach adopted by Wisr, completion rates are double what they used to be. "That final step in the approval process for a loan application can be arduous for a customer, so leveraging technology to provide a superior experience is a win for them and for growth," says Lu.

With DocuSign, Wisr is also able to provide brokers with a best-in-class accreditation and onboarding solution. All agreements are completed digitally to bring new brokers on to the Wisr platform, so they're up and running faster to deliver value to their customers. Faster contract execution has also contributed to Wisr's differentiation in the market. For example, it underpins a 90-minute turnaround for loan approvals which gives brokers more time for building relationships and growing their business.

"We know brokers are all really busy and have more important things to do than wait for a fax or letter. Having DocuSign really sets us apart and has helped increase the size of our broker channel from 2,000 to 10,000 brokers in just six months," says Lu.

Modernising its System of Agreement has supported a further 30% increase in productivity across Wisr's credit and sales assistance teams, and rapid scale-up in automated digital operations. The company is more agile than ever and can introduce new products with confidence in its ability to scale and comply with regulations surrounding consent.

"DocuSign has provided a solution to some of our industry's most critical challenges; and is a significant contributor in the growth and scale that Wisr has been able to achieve," says Lu.

About DocuSign

With its System of Agreement Platform, DocuSign helps organizations connect and automate how they prepare, sign, act-on, and manage agreements.

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