



# DIGITAL CUSTOMER - DIGITAL ID

Digital signature for  
secure identification

# Digital Customer - Digital ID

At present, almost one in two contracts that require personal identification fails to be completed. The reason for this are identification processes that are way too complicated and far from customer-friendly. It's like channel-hopping: If the customer doesn't like the program, they're off to another station.

## Simple identity check

Switch to a more user-friendly identification procedure: Fichtner ID enables you to adapt to the increasing degree of digitalization and changing customer requirements. At the same time, our solutions meet the highest standards in terms of legal and data protection conformity – not only in terms of quality and efficiency, but integrity as well.

## For higher conversion rates

Choose Fichtner Digital Customer solutions and you'll be open for business 365 days a year, 24 hours a day. With increasing conversion rates thanks to online and offline identification procedures and the ability to modify or switch procedures according to individual customer requirements. The user selects an identification procedure and the program then guides them through the process, helps them if they have any questions or need to abort the procedure, and offers alternative procedures based on defined service level agreements.

## Online security check with eID

One method of checking someone's identity is based on the eID function of the new ID card (Germany). It works within a matter of seconds and online. Simply select the intended purpose and authorize data transfer. The result of the check is displayed in the twinkling of an eye after entering the PIN. Secure and 100% legally compliant.



1. Start **identification**



2. **ID-card-app:**  
Read the ID data  
using a card reader



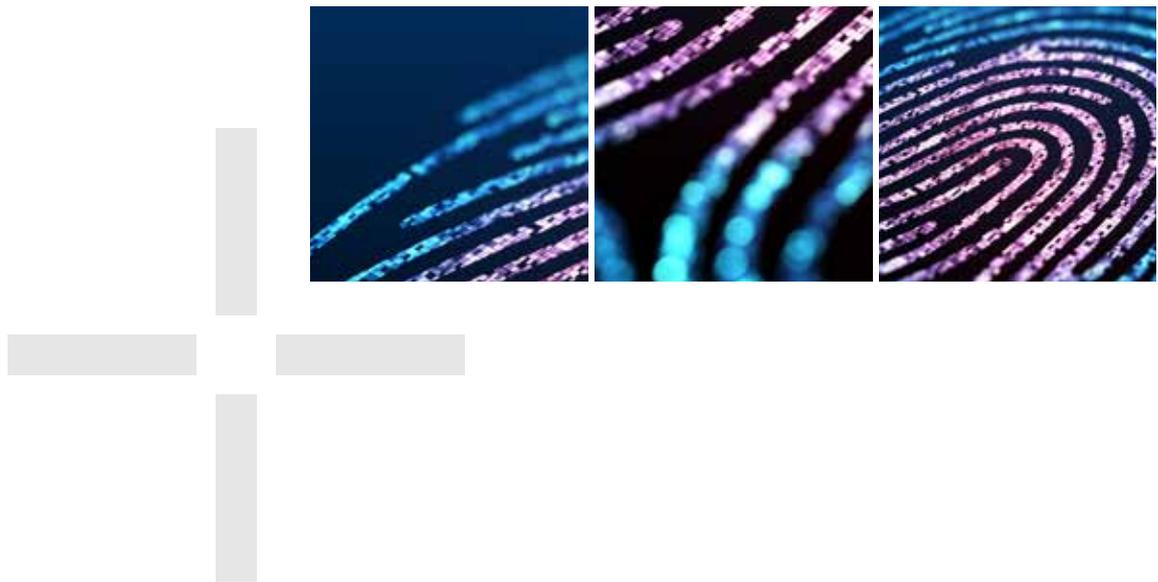
3. **Authorize** the  
data transfer, indicating the  
purpose of identification



4. **Confirm** by entering  
the PIN



5. **Outcome** is sent to  
the contractual partner  
and immediately valid



## This approach guarantees a unique customer experience and maximum customer satisfaction

Our standardized processes also ensure smooth interaction between contractual partners. All you need to do is focus on your core business and associated consultancy services. The dashboard continually shows you the current status. If for some

reason you fail to keep the process running smoothly, we send you reminders. The digitally signed and transmitted documents can be archived by means of just a few clicks following completion.

### Knowing and understanding customer needs better

The energy sector is undergoing a radical transition. Utilities face a volatile market environment characterized by fundamental changes, new market players and increasing competition. What were purely consumers in the energy system are rapidly becoming stakeholders – and this applies to private end customers as well as industrial ones. Umpteen questions are waiting to be answered: Which customer needs will I have to address in the future? With which products and services? What will my sustainable business model be?

# FICHTNER

## IT CONSULTING

Fichtner IT Consulting GmbH (FIT for short) is the Fichtner Group's center of competence for IT. Among other things, we design and implement information logistics for technical networks, plants and infrastructure. We also bundle our industry knowledge and process know-how to optimize the customer communication of our partners in the energy industry by deploying digital solutions and to realize new value added potentials for them.

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