

# GlobalSign's Digital IDs automate business processes for Aiphone

*Aiphone Chooses GlobalSign's Digital Certificate Solutions to implement a paperless signing process.*

## SOLUTION SUMMARY

Aiphone sought out to find a solution to create a paperless signing process to improve workflow processes for remote employees needing to sign and submit documents.

By implementing GlobalSign's PersonalSign Digital IDs, Aiphone was able to allow employees to digitally sign Microsoft Office Documents while enabling assurance and authenticity that the signer is who he or she claims to be.

Using Digital Certificates to digitally sign Microsoft Office Documents and create a paperless signing processes greatly solved a large business problem for Aiphone

## ABOUT DIGITAL CERTIFICATES

A Digital Certificate is an electronic document which uses a digital signature to bind together a public key with an identity. The purpose of the certificate is to verify that the public key belongs to that individual.

GlobalSign's Digital Certificates branded as PersonalSign Certificates are perfectly suitable for use with all versions of Microsoft Office allowing you to secure Microsoft® Documents including; Microsoft Word®, Excel®, PowerPoint®, Access®, and InfoPath®.

## FOR MORE INFORMATION

[www.globalsign.com](http://www.globalsign.com)

## Challenge

With a large number of remote employees Aiphone struggled to find an effective process for employees to sign and return required documents particularly in the Human Resource Department such as vacation request forms without having the trouble and time consuming tasks of printing, scanning, signing, and e-mailing. Aiphone sought out to find a provider who could offer a streamlined automated process that would not be difficult to implement into their current workflow yet remain cost effective. The service would also need to be compatible with Microsoft® Office Documents since most of the forms used by Aiphone were created using Microsoft® Office.

## Solution

The solution that solved Aiphone's needs was to implement paperless signing using Digital Certificates. GlobalSign offers a range of Digital Certificates for use with Microsoft® Office products to offer end users of Microsoft® Office Documents digital signature solutions that ensure and enable security to create paperless signing processes.

GlobalSign's Digital Certificate solution for Microsoft® Office Documents are branded as PersonalSign Digital IDs which use cryptographic technology to establish the following assurances:

- **Authenticity** - the digital signature helps to assure that the signer is who he or she claims to be because it has been verified by the Certificate Authority.
- **Integrity** - the digital signature helps to assure that the content of the document has not been changed or tampered with since it was digitally signed. As once a document is digitally signed, no changes can be made to the document providing integrity and security.
- **Non-repudiation** - the digital signature helps to prove to all parties the origin of the signed content. "Repudiation" refers to the act of a signer's denying any association with the signed content.

There are two types of Digital Signatures that can be applied in Microsoft Office Documents.



1. Add visible signature lines and signatures to a document as a method to verify that the document material has been reviewed, approved, or authorized.
2. Add a non-visible digital signature after the document has been created to certify and provide assurance of the document as the recipient of the document can verify who signed the document and the time by viewing the document's digital signatures or looking at the status bar. Once document has been digitally signed it can not be changed or tampered with.

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“We have been able to solve a big business problem by implementing digital signatures for Microsoft® Office documents. Our remote staff can acknowledge documents and submit Vacation Request without going through a big ordeal.”

Doug Niman  
Information Services Manager &  
Senior Networking Administrator  
Aiphone Corporation

### Choosing the right Digital Certificate Provider

Aiphone sought out to find a digital signing process that would satisfy their paperless signing requirements and would be easy to implement as this type of technology was new and unfamiliar. While searching for the best solution to fit their specific needs, GlobalSign's Digital Certificate Solution was chosen due to the comprehensive information available at GlobalSign's website. Information such as the product details, features, functions, pricing, and usage was all immediately available without the need to request a quote or more information.

“With pricing and everything immediately available, I felt that GlobalSign wanted to do business with me. The other vendors seemed to keep everything a secret and insisted on contacting me directly” said Doug Niman, Information Services Manager, Aiphone. “We have been able to solve a big business problem by implementing digital signatures for Microsoft® Office Documents. Our remote staff can acknowledge documents and submit Vacation Request without going through a big ordeal.

Aiphone was able to successfully implemented digital signatures into its workflow solving the time consuming and tedious task of managing documents needing signatures from remote employees which was a large business problem for the organization. By implementing a paperless process with the use of GlobalSign's PersonalSign Digital IDs Aiphone employees can improve workflow and focus on their core competencies.

### About Aiphone

Established in 1970, Aiphone is a provider of intercom communication systems ranging from simple do-it-yourself door answering units to sophisticated video entry security systems, complex microprocessor-based commercial systems, and luxury condo/apartment security and communication systems. Their products are unrivaled in design simplicity, technical excellence and reliability. With over 25 standard systems, and additional manufacturing by special order, we can create a system for virtually any intercom application. For more information on Aiphone's solutions please visit: [www.aiphone.com](http://www.aiphone.com)

### About GlobalSign

Established in 1996 and as a WebTrust accredited public certificate authority, GlobalSign offers publicly trusted SSL Certificates, EV SSL, Managed SSL Services, S/MIME email security and Code Signing for use on all platforms including mobile devices. Its Trusted Root solution uses the widely embedded GlobalSign Root CA certificates to provide immediate PKI trust for Microsoft Certificate Services and internal PKI, eliminating the costs of using untrusted Root Certificates. Its partnership with Adobe to provide Certified Document Services (CDS) enables secure digitally signed PDF documents, certified transcripts and e-invoices. These core Digital Certificate solutions allow its thousands of authenticated customers to conduct secure online transactions, data transfer, distribution of tamper-proof code, and protection of online identities for secure email and access control. The company has a history of innovation within the online security industry and has offices in the US, UK, Belgium, Japan, and China.

For more information about GlobalSign Digital Certificate solutions, please call 1-877-SSL-GLOBAL (877-775-4562) or visit

<http://globalsign.com/document-security-compliance/microsoft-office-document-security/>