

## DIGITAL SIGNATURE: DIGITALIZATION'S NATURAL EVOLUTION

JUNE 2021 | Nº16

### INTRODUCTION

To talk about digital transformation is to speak of a topic on today's agenda. It's to talk about processes, change, adjustment, and digital maturity. It is in this context of digital evolution that the Digital Signature solution at EDP naturally arises.

This is clearly one of the symptoms of the unquestionable digital maturity that the Company has achieved in recent years. On the one hand, it proved to be a natural step in the Group's digital transformation journey. On the other hand, it is without a doubt a sign of the absolute vanguard regarding the market.

### MAIN CHALLENGES

Despite being a natural consequence of EDP's digital transformation process, the Digital Signature has addressed various needs, namely

- Find a uniform Digital Signature solution across the EDP Group.
- Light on a quick solution for signing documents to face the restrictions imposed by the COVID-19 measures.
- Contribute to achieving the corporate motto of the 3Ds: Decarbonize, Decentralize, and Digitalize.

### SOLUTIONS

Like many of EDP's successful initiatives, Digital Signature started with an mVP designed by DGU to respond to a specific need of a business unit, in this case, UNGE (Unidade de Negócios de Gestão de Energia). In March 2019, Digital Signature@UNGE went into production, a versatile tool whose scale-up would be the base of further developments.

Currently, EDP has three digital signature platforms designed to address the three possible types of digital signature according to their evidential value: Qualified and Advanced (require a certificate issuance); and Simple. Thus, partnering with DigitalSign, DGU brought to life the Corporate Digital Signature Platform (for signing documents without the need for prior approval) and streamlined the digital signature integration into the Decision platform (for cases requiring approval prior to signature).

Alongside these two platforms, and for the simplest cases (signature in its own name), it is also possible to digitally sign documents through Adobe Acrobat Reader/Autenticação.gov, using the digital signature inherent to the Portuguese Citizen's Card).

# 2 728

Digital signatures performed

# 136 400

Approximated number of paper sheets saved

# 227

Working-hours saved

### About Digital Global Unit (DGU)

Digital Global Unit (DGU) was born to help EDP Group drive transformation to digital by developing outstanding ideas to improve and optimize processes and thus simplifying both clients and employees' journey. Comprised of a multifaceted team of developers, engineers, designers, data scientists, and other experts, DGU works every day to turn impossible ideas into successful business projects at EDP Digital Factory.

### EDP - ENERGIAS DE PORTUGAL SA

Digital Global Unit (DGU)  
Av. 24 de Julho, 12 - Lisboa  
dgu@edp.pt

# SUCCESS CASE



## HOW IT WORKS

### SaaS & API

The versatility of the solution found on the market allowed the development of two types of services. The first one, a SaaS (software as a service) web portal, where the document is uploaded and forwarded for signature. The second one, an API integration (Application Programming Interface), of the digital signature function with systems like Decision, making it possible to manage approvals and signatures in a single application and interface.

### ACROBAT READER / AUTHENTICATION.GOV

For situations where a simpler signature in one's own name is sufficient, without the need for a certificate, it is possible to sign with the Citizen's Card using Acrobat Reader. This option is recommended for the occasional signing of documents.

### ISSUANCE OF CERTIFICATE

Qualified and Advanced signature types whose evidential value is higher, therefore suitable for people with binding company powers or board of directors. For these signatures, it is necessary to request a certificate configuration with identity validation. These requests can be made via ServiceNow and have associated costs.

### SUPPORT

To ensure the success of Digital Signature tools adoption and correct use, a strong focus was placed on the communication of these platforms and the support given to users. The goal is to raise awareness among users while demystifying and informing some natural but unfounded misgivings about digital signatures and their value.

### BENEFITS

- Simpler and more agile signature processes
- Gains in time and efficiency, a direct consequence of the agility achieved
- An important step towards the digitization and decarbonization of the Company is the reduction of printing and the use of technology at the service of productivity in processes.
- Greater security in accessing and archiving documentation due to the traceability that digital allows.

## BUMPS IN THE ROAD

The adoption of digital signature tools is undoubtedly a sign demonstrating the Company's high digital maturity. Although the evidence provided regarding the digital signature benefits, the socio-cultural heterogeneity that characterizes both the universe of EDP People and its partners poses some challenges in accepting, using, and massifying this function.

Aware that only a communication and information effort can overcome a certain resistance to change, the DGU has invested in disseminating and providing information on what these digital signature tools are, how they work, and the benefits they offer.

This effort is also materialized in the project team's constant availability to support the various business units clarifying doubts and displaying the tools.

An effort that will undoubtedly bring excellent results for the entire EDP universe, and make a decisive contribution to a more sustainable future.

## RESULTS

When we go from days to minutes regarding the time spent signing documents. When we move from multiple interfaces to just one. When we respond to the challenges of a pandemic, allowing the organization, through its CAE (Conselho de Administração Executivo), to safely guarantee the regular operation of an organization with EDP's dimension. When we contribute to dematerialization, decarbonization and digitalization of the organization. When all this happens, we know that we are facing a clear case of success. A case in which the effective use of technology provides improvements in the quality of life of those who matter most: EDP people.

The currently successful results of the three platforms, also foreseen for the future, are unquestionably the result of teamwork between DGU and Business Units, the knowledge and ability to address the Company's needs, and the conviction EDP is a leader at the forefront of digital transformation.

There's little we can predict about the future. However, it is possible to foresee that what follows for Digital Signature solutions will involve a growing integration with other EDP applications. Thus, providing a seamless experience makes what is sometimes felt to be the exception of a commodity without which the future cannot be perceived.