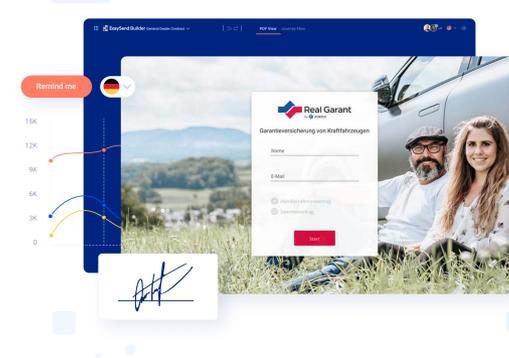


Real Garant by Zurich Impacting the bottom line

When the process is simple, everyone benefits. Real Garant went from closing contracts with B2B partners in months to weeks by turning complex processes with multiple PDFs into streamlined digital journeys.



- ✓ Reduced sales cycle
- ✓ Competitive advantage
- ✓ Efficient use of resources
- ✓ Business growth
- ✓ Exceptional experiences



"EasySend is very intuitive and easy to use for us as well as for our customers, making the onboarding process an overall pleasant experience. We can reduce the contract closing time tremendously."

Norbert Cramer
Manager Sales Projects

Leading specialist in customer loyalty

Real Garant by Zurich is a leading specialist in customer loyalty within the automotive industry.

Backed by 30 years of experience, the company services warranty solutions in 22 European countries, represents sales and service units locally and builds long-standing partnerships with distinguished car manufacturers and brands.

- Industry**
Automotive insurance
- Geo**
Europe
- Digital journey**
B2B onboarding
Missing documents
- Feature highlight**
Integrations
Multilingual
Workflow Manager
EasySign
Co-Browsing

The mission: Rethink the customer journey

Before working with EasySend, Real Garant was reliant on multiple complex PDFs that required a lot of heavy manual work to complete the sales cycle. To close a contract took between three to six months with no way to track progress or review stats. Since the entire process required multiple departments to travel to their partners' regions to finalize the process, Covid-19 drastically threatened their bottom line. They needed a faster, more transparent online journey that could scale.

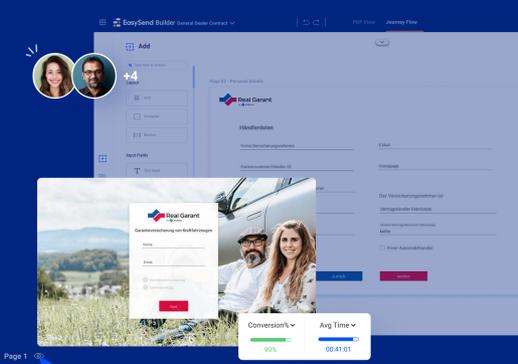
The solution: Create an online workflow with EasySend

Together with EasySend, Real Garant transformed the way they do business. By turning their complex manual processes into custom digital journeys, they've streamlined their sales cycle and shortened contract closing time to 1-2 weeks. Since the entire workflow can be defined and completed online, including Co-Browsing for remote digital assistance, they no longer need to travel to close the deal.

With EasySend, Real Garant can track each journey online and review the data afterward to look for optimization opportunities. Despite the pandemic, Real Garant has adopted a sustainable workflow that will scale as they grow.

Going above and beyond

- Ready to scale**
Tracking the journey and reviewing data helps make the entire process more transparent, profitable, and ready for growth.
- From months to weeks**
A new digital B2B onboarding process has drastically reduced contract closing time.
- Agile in any circumstance**
Adapting to a remote workflow has allowed all departments to keep working from home without setbacks.
- Smooth onboarding & workflow**
New employees can quickly onboard, launch, and manage digital customer journeys—reducing training time and supporting sales.



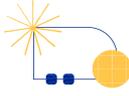
The power of EasySend at Real Garant

Building • Optimizing • Managing



No-code builder

Real Garant turned a complex multiform process into a digital B2B onboarding journey.



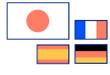
Integrations

By integrating their CRM, Real Garant automates data collection and streamlines their workflow.



Custom workflow

Real Garant set up a custom 7-step workflow that adjusts according to the insurance product chosen.



Multilingual

Translating their digital journey into multiple languages helps clients complete the process in their language.



Co-Browsing

Real Garant assists customers remotely by sharing screens and helping clients complete the digital journey in real-time.



Journey Sender

Agents can easily find and send the right journey without wasting hours searching through a sea of PDFs.



Auto-reminders

Real Garant sends personalized emails and texts triggered according to each action a customer takes.



Electronic signature

Using our electronic signature capabilities, Real Garant makes it easy to sign on any device.



Analytics & reports

By reviewing the stats and analyzing the data, Real Garant can track and optimize their digital journeys.

Results exceed expectations



"Ever since we started working with EasySend, we have noticed an improvement in our sales onboarding process. EasySend is reliable, transparent, and completely digital, which is exactly what we need in the current times."

Florian Rohkamm
Chief Distribution Officer

Start your digital transformation with EasySend

Ready to cut out manual tasks and thrive remotely? Our experienced team has created over 2000 digital customer journeys in the insurance, banking, and financial enterprise industries.

About EasySend

EasySend helps enterprises go digital at a fraction of the cost and time. With our no-code platform, transform any journey, banking, or financial manual process into a digital customer journey in days. Learn more at easysend.io.



[Go to site](#)

