

PRIMESIGN AS AN E-SIGNATURE SOLUTION FOR THE **FONDS SOZIALES WIEN**

SUCCESS STORY

From digital services for citizens to platforms for companies and industry - the City of Vienna uses digitization to open up opportunities and perspectives. Accordingly, the Fonds Soziales Wien (FSW) also uses the new digital options to make everyday life easier for its employees and operates a central primesign infrastructure to handle its legally effective signature processes.

FSW primarily uses the primesign infrastructure to automatically provide all outgoing documents with a qualified signature. In addition, the monthly prescriptions of the FSW customer service are electronically signed.

For this purpose, the qualified electronic signature with primesign was integrated into the FSW workflow system.

OUR SOLUTION

- ☞ Installation of the primesign SIGNATURE SERVERS on-premise
- ☞ Adaptation of the user interface to customer requirements
- ☞ Interface to company-internal applications
- ☞ Implementation of the REST API signature in the company's own network
- ☞ Support and maintenance services



The Fonds Soziales Wien (FSW) ensures that people in Vienna get the support they need. The offer includes care and support services, help for the disabled, help for the homeless, debt advice and basic care for refugees. The FSW supports around 110,000 customers per year together with its around 170 partner organizations quickly and individually. With around 2,400 employees, the company is a pioneer in the health and social sector.

www.fsw.at

"By using primesign, we wanted to make work processes more efficient and, of course, ensure that all regulations were complied with. Both have been successful."

DI Thomas Gradauer
Management Digitalization & IT
FSW



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