

AN ONLINE CONTRACTING SYSTEM  
BASED ON THE EXAMPLE OF EARLY STAGE

# HOW DOES THE LANGUAGE SCHOOL SIGN CONTRACTS ONLINE?

## **Case study of online system implementation, which:**

- supports customer service,
- shortens the whole process of signing a contract to a few minutes.

The Early Stage is signing up to 30,000 contracts a year.  
It makes a huge difference.

# Early Stage

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A family-run network of locally franchised English language schools for children and young people.

Early Stage was established in 1993 in Warsaw as one of the first English language schools in Poland.

Currently, it conducts classes in 731 establishments for 33.000 pupils all over Poland.

## Challenge

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The main problem for the Early Stage was **the number of contracts signed, numbering in the tens of thousands.**

Signing, transferring and archiving such a large number of documents required very complex and time-consuming activities, so the Early Stage decided to automate this process.

In addition, the COVID-19 pandemic came.

**Contracting with customers who could not sign contracts at stationary facilities for security reasons also became problematic.** The documents in this situation had to be sent by e-mails. The customers printed them out and sent them by post or courier.

The whole process was problematic and time-consuming for each party.

# We took a closer look

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## Traditional solution

Early Stage has so far used a traditional solution that has not been ideal. All contracts were concluded at the facilities and documents were preserved in the folders and binders.

## Time-consuming activities:

The traditional solution had its drawbacks:

- clients had to take their time coming to the office,
- employees had to spend time organizing and properly storing documents.

During a coronavirus pandemic, the entire process would be extended by the time spent preparing documents for printing and mailing them.

Early Stage decided to look for a comprehensive tool that would allow for online contracting. However, company could not find a simple tool among the ready-made proposals available on the market, which would suit her business profile and needs. Additionally, the choice of our software house to create this system was influenced by the client's appreciation of our organizational philosophy.

# Customer goals

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Early Stage's goal was to streamline and shorten the signing process as quickly as possible, which would allow:

- increase the quality of customer service and customer satisfaction,
- reduce the time spent on preparing and sending documents by post.

# Our proposed solution

The Early Stage came to us with a specific problem that required the creation of an easy-to-use system that would allow them to sign contracts with their customers with "one-click".

During the consulting meetings, we discussed all the problems that are related to the lack of signing-in facilities and their consequences.

One of them was the decline in the number of clients served.

**We proposed to create a tool that will fulfill one specific task - to enable signing documents in a few minutes.**

## Simplicity and intuitiveness

The Early Stage Agreement system had to be, above all, simple and intuitive, so **we focused on creating a tool with the shortest possible path for the user.**

## Integrations

The Early Stage Agreement system is integrated with the Early Stage Office system, which manages all the work and activities of the company.



# What the Early Stage signing process looks like:

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The customer receives an e-mail link with a personalized invitation to sign an online contract.

The customer is redirecting to an encrypted, secure page that displays which student the contract applies to.

In the first step on the platform, the customer fills in the form by filling in personal data and address of residence needed to generate the contract.

In the second step, the user selects the consents necessary to complete the contract, including the GDPR consent.

The user can read the agreement and all attachments generated by the system.

You do not need access to your electronic signature to sign a contract. In this step, the contract is signing with just two mouse clicks - the "Sign contract" button.

Once approved, the contract is sending to the customer's e-mail address.

# Benefits of the online signing platform

Saves time for clients and team members - the whole process of signing a contract takes minutes.

Signing contracts with customers remotely has now become hassle-free and does not generate additional costs.

Customer satisfaction has increased because they do not have to come to the office or send many documents to the post office.

Reduce the cost of handling paper contracts and filing and save office space.

Because the platform is available online, users can sign contracts at any time of the day 24/7 and do not need to download unnecessary software.

Paper, printers, and the use of postal or courier services have become unnecessary.

Searching for specific documents on the platform takes far less time than searching for them in binders.

The online contracting process is environmentally friendly. That is an added benefit that those who care about the welfare of the planet will appreciate.

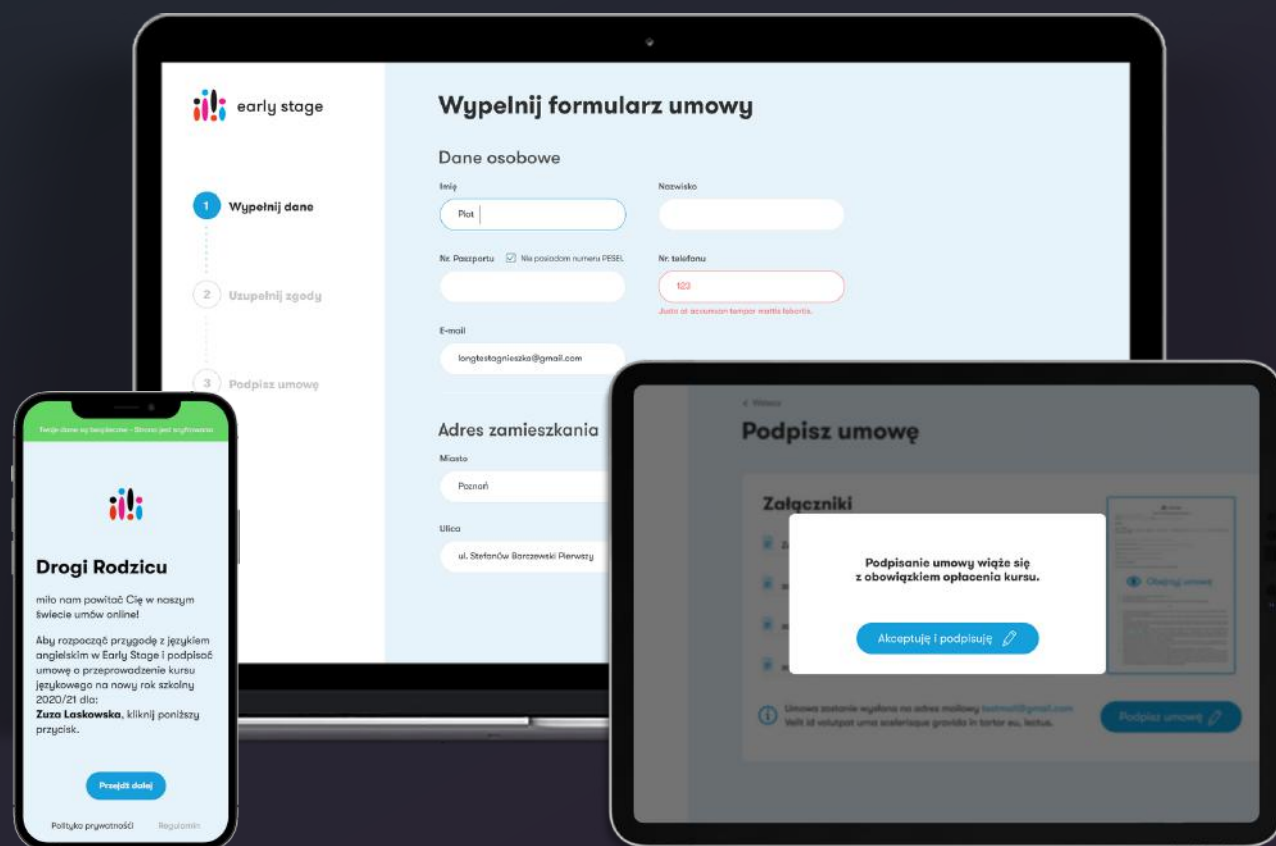


*The team actively anticipated potential problems or additional tasks to be completed.*

Adam Bochiński  
Co-owner of Early Stage

5.0 ★★★★★

# See the Early Stage Agreements system shots



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to enter the new digital age.

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Let's talk about your needs

Let's talk



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