

# SUCCESS STORY

**TEAMWORK**  
Way of PERFORMANCE

Digital signature from  
SAP with  **Scribble**

## ETH Zürich



**13'600**  
Employees

**25'000**  
Students

**16'000**  
Employment  
contracts per year

## INITIAL SITUATION

ETH Zurich's HR Operations department creates around 16,000 employment contracts, contract extensions and amendments every year. This corresponds to an average of 61 contracts per working day. Until now, all contracts were printed out, signed by hand, sent by post and, once returned, had to be scanned in again.

In view of the high contract volume, seamless integration was given high priority during the evaluation. However, data security was also of central importance, as employment contracts involve sensitive data. The TWSkribble solution optimally fulfills both of these requirements: high integration through TeamWork's SAP add-on, and optimal data security through the signature solution of the Swiss e-signature provider Skribble.

## ETH Zurich at a glance

The Swiss Federal Institute of Technology Zurich (ETH Zurich), is a leading technical and scientific university. It was founded in 1855 and is now one of the most prestigious universities worldwide, regularly achieving top positions in university rankings. ETH consists of 16 departments, employs 13,600 people and has 565 professorships and 114 assistant professorships. Currently, almost 25,000 students attend ETH Zurich.

ETH Zurich is part of the ETH Domain, which also includes the ETH Lausanne (EPFL), the Paul Scherrer Institute (PSI), the Swiss Federal Institute for Forest, Snow and Landscape Research Institute (WSL), the Swiss Federal Laboratories for Materials Testing and Research (EMPA) and the Swiss Federal Institute of Aquatic Science and Technology.



*Lea Zwimpfer*

*Head of the HR Operations department*

*«The whole project was a very positive experience. The project team was extremely competent and the collaboration worked smoothly.»*

## SOLUTION

ETH Zurich uses the SAP human capital management (HCM) solution. By using TWSkribble, they have opted for seamless integration into the existing SAP system. Existing processes and systems did not need to be changed and the workflows for creating contracts, sending e-mails, applying electronic signatures and storing signed contracts in personnel files are completely digital.

The solution was built on the standard three-system landscape from SAP. The development, test and production systems have separate access to the Skribble platform. A test programme was implemented to test the process so that it could be tested without a contract.

E-mail communication, for example for invitations to sign, was implemented in German and English. Master data and texts are pulled from SAP and the process owners can modify them themselves at any time. To connect the Skribble platform, TeamWork's existing ABAP API was used and the connection between SAP and Skribble is secured with SSL. To prevent external access to SAP, the SAP system itself retrieves all information and status from the Skribble platform. The monitoring of contract status is done via the SAP cockpit. Here, it is always possible to see which contracts have been signed or where signatures are still pending.

## PROCESS RUN

1. The employment contract is created in SAP by the HR administration team.
2. The contract is transferred to Skribble as a pdf with the parameters (private e-mail contracting parties, HR partner, signature placements, etc.). All signatories receive a signature invitation by email in a predefined order, which then takes place sequentially. The contract is set to the status "ready for signature" in the SAP Cockpit.
3. The contract receives an ETH Zurich seal on Skribble, which identifies the document as an official ETH Zurich document (similar to a stamp).
4. The current status of the contracts can be viewed at any time in the SAP HR Cockpit. Contracts are signed using two-factor authentication via the mobile phone number. If one or more signatures are missing, a reminder e-mail can be triggered
5. As soon as all contracting parties have signed, SAP retrieves the finished document, sets the status to "completed" and stores the contract in the document archive.

*«The Skribble and TeamWork solution considerably reduces our administrative workload significantly speeds up our processes.»*

*Lea Zwimpfer, Head of the HR Operations department ETH Zürich*

Digitisation has not only eliminated the costs of printing, packaging, postage and returns, but has also greatly accelerated the entire process. Today, the employment contract arrives anywhere in the world on the same day it is created, can be signed immediately and HR Operations can complete the task much sooner. With 16,000 contracts per year, this represents an enormous saving in labour, material and postage costs, while at the same time adding value for the entire ETH community. The paper saved and the postal dispatch no longer required also protects the environment.

Further information about the project can be found on the [ETH Blog](#). The details of the process from the user's perspective are described here: [Entry process ETH Zürich](#)

## ABOUT SKRIBBLE

Skribble, founded in Zurich in 2018, is the leading provider of e-signatures and the first choice of over 4,000 companies in Europe with the highest data protection requirements. Skribble provides the legally appropriate e-signature for every type of contract. The basis is formed by legally regulated standards, including the qualified electronic signature (QES) – the only form of electronic signature that is legally equivalent to a handwritten signature under EU and Swiss law. Skribble's e-signature platform is simple, secure and ready to use from day one.

*«The collaboration with ETH shows how electronic signatures can simplify and accelerate processes. We are pleased that our solution makes everyday life paperless, secure and more efficient for everyone involved.»*

*Roni Oeschger  
CEO Skribble AG*

Further information about Skribble is available here: [www.skribble.com](http://www.skribble.com)

## BENEFITS FOR ETH Zurich

- A fully digital, paperless process with high added value for all parties involved
- Integrated into the existing SAP environment
- Flexible, simple and user-friendly solution
- A cost-effective solution with savings in paper, packaging, postage and labour
- Faster signing of contracts
- Maximum security



„The collaboration with the ETH stakeholders was excellent and the project serves as a good example of an efficient partnership between client-internal, TeamWork and Skribble consultants! The result is a great solution with great added value for everyone involved.“



Boris Botto  
Lead Consultant  
TeamWork

## ABOUT TEAMWORK

TeamWork is an independent, international SAP full-service provider with over 1,200 employees. From its headquarters in Geneva, offices in Bern and Zurich, and more than 20 other global locations, TeamWork realises local and international SAP projects.

As a founder-managed company owned by the Rey-Gorrez family and the respective local management, TeamWork operates independently of investors and is characterised by a high degree of flexibility and a great deal of enthusiasm for its customers.



### TeamWork Schweiz AG

Wankdorfstadion | Prime Tower  
Sempachstrasse 22 | Hardstrasse 201  
3014 Bern | 8005 Zürich

+41 31 331 94 30

[www.teamwork-ch.net](http://www.teamwork-ch.net) [info@teamwork.net](mailto:info@teamwork.net)