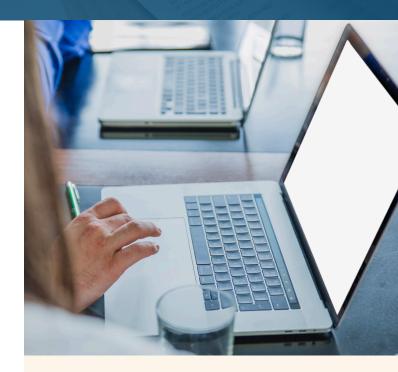# Enhancing user experience, authentication and compliance

Our Software Development team collaborated closely with Arkeyvata to optimize their platform's performance and efficiency. This case study delves into their **transformative journey with us.**

Overview

Arkeyvata designs software that allows users to create documents from various templates, and sign them with both manually and digitally. It is a fast-paced market, with changing requirements, and big-name competitors. As such, Arkeyvata's IT team needed to a safe and reliable process to enable user authentication anywhere in the world. They relied on our guidance and support throughout a journey that would ultimately provide a better customer experience.

Why Near Partner

One of Arkeyvata's key concerns was to strengthen their method to authenticate and sign documents, digitally and remotely. Near Partner helped to make this process more stable, ensure compliance with the legislation of different countries and provide users with a better customer experience. Near Partner strengthened the subscription and payment methods, as well as other relevant communications.

We now have a stable and ready-to-use application that any user can handle easily, with no structural inconsistencies. The knowledge and experience that Near Partner's developers shared with us has been invaluable to our team.

Sara Proubasta CEO

Analyzing our problem

There were core processes that needed updating and structural bugs that risked the stability of the application. Near Partner, in tight collaboration with the Arkeyvata's team, was able to identify and eliminate key issues that would otherwise hinder the safety and efficiency of the application for users.. With its software, users can log in anywhere in the world safely, sign documents and share them with colleagues when they require additional signatures. Then, Arkeyvata certifies those signatures according to each countries' specific legislation.

Through this workflow, there were core processes that needed updating and structural bugs that risked the stability of the application. Near Partner, in tight collaboration with the Arkeyvata's team, was able to identify and eliminate key issues that would otherwise hinder the safety and efficiency of the application for users.

Creating a Solution

Near Partner's challenge was threefold. Arkeyvata needed to strengthen the basis of the application, ensure that the digital signature complied with different countries's regulations and improve overall user experience with the platform.

To tackle the certification challenge, Near Partner helped by redesigning a certification via an external entity. Now, Arkeyvata' users can generate documents created quickly, and managed them easily in a highly secure system. Also, the base code needed refactoring because it used different coding languages. Parts of it revolved around React on the frontend level, with a more mobile focus approach, and .NET Core and PostgreSQL for the database, on the backend level. In order to provide users with the best, quickest and most straightforward experience using the application, Near Partner automated communication between software and user, in vital moments such as confirmation, subscription or notifications.

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