

## AssurX

Providing organizations with enterprise-wide global solutions for their quality management and regulatory compliance systems needs

### DocuSign Customer Success Story



#### Customer Profile

**Industry**

Quality Assurance, Regulatory Compliance

**Company**

AssurX, Inc.

**Locations**

Morgan Hill, Calif.

**Website**

[www.assurx.com](http://www.assurx.com)

***“It’s an easy process to put the contract into DocuSign, direct it to those who need to sign it, and it’s auto-pilot after that. DocuSign has allowed us to deliver our software and services faster and meet our internal criteria for processing orders.”***

— John Moroney, Vice President of Sales, AssurX

#### Summary

- » Reduced the time it takes to return signed documents down to one day or less from three to five days. “Using DocuSign is a beautiful thing for us.”
- » Greatly improved cash flow. “DocuSign greatly improves the way AssurX operates as a business.”
- » “DocuSign’s eSignature service has made the process of engaging the customer smoother and improved the sales team’s work. We pull the document into DocuSign, direct it to those who need to sign, and it’s auto-pilot after that.”

#### Background

AssurX, Inc., provides organizations with enterprise-wide global solutions for their quality management and regulatory compliance systems needs. Its solutions help collect, organize, analyze and share information to better manage and improve quality and compliance performance throughout the enterprise.

#### The Challenge

With sales and customers scattered around the world, AssurX was feeling the pain of having to get contracts and documents signed from multiple locations throughout North America and Europe. Many times, contracts had to be faxed three, four and sometimes five times in order to get all the required signatures, which often led to muddled, unreadable

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documents by the end of the process. AssurX executives recognized that this inefficient, time-consuming paper-based process could hamper its growth rate.

Furthermore, some documents were falling behind schedule, or slipping through the cracks. "In the past, sending final documents to customers took extra time and money and was often delayed," said John Moroney, Vice President of Sales, AssurX. "We have many people who have to sign off on a document, which was very cumbersome via faxing and emailing. We were wasting days chasing down paperwork, which led to situations where customers were waiting for their software or services to be delivered because all the paperwork hadn't been completed."

### The Solution

After researching a variety of options, AssurX selected DocuSign because of its compliance and reporting features, which are critical to the QA and regulatory processes. "The compliance aspect is important in our business," said Moroney. "DocuSign provides an audit trail behind every event, tracking the history of who has reviewed and signed the document. DocuSigned contracts can't get lost or buried. And, because DocuSign is a third party to the agreement, its eSignature service adds credibility to the signing process."

In addition, AssurX found that DocuSign addressed a key issue with regard to their contracts – getting all the needed signatures, in exactly the right order, no matter time zone or location. DocuSign calls this process "sequential signing." Many of AssurX's contracts need to be signed in a particular order, such as starting with sales, then the customer, then engineering and then finally order entry. "DocuSign is the only technology we found that addressed this key issue," said Moroney.

### The Results

Using DocuSign's eSignature service has greatly improved the workflow process and cash flow within AssurX, as well as increased the speed at which the company does business. "One key benefit is that each document is automatically date- and time-stamped, which provides us with a full audit trail and shows us who has reviewed and signed the contract," said Moroney.

Since AssurX began using DocuSign, the time needed to return a fully signed contract has been reduced from three to five days, down to an average of just one. "DocuSign has made the process of engaging with the customer smoother, and improved the sales team's work," said Moroney. "It's an easy process to put the contract into DocuSign, direct it to those who need to sign it, and it's auto-pilot after that. DocuSign has allowed us to deliver our software and services faster and meet our internal criteria for processing orders. It's also improved our cash flow because orders are being established promptly."

### About DocuSign

DocuSign is the leading and most trusted electronic signature service, offering service to over 750 corporate customers worldwide, and processing millions of transactions per year. DocuSign is widely recognized as having the most flexible and easy to use signature service available anywhere. DocuSign customers represent industry-leading companies in financial services, real estate, CRM, leasing, manufacturing, technology and communications. DocuSign, Inc. is a privately held company based in Seattle, Washington.