

Twiddy & Company Realtors Increase Web Revenues Quickly and Reduces Costs with DocuSign® Electronic Signatures

DocuSign Customer Success Story



Customer Profile

Industry
Travel, Vacation Rental Homes

Company
Twiddy & Company Realtors

Location
Outer Banks, NC

Website
www.twiddy.com

Background

Twiddy & Company Realtors is the premier provider of vacation rental homes in the popular northern Outer Banks, N.C. resort area. They manage thousands of lease agreements across more than 750 homes.

The Challenge

In the past, Twiddy would accept reservations through its Web site, then print two copies of each rental agreement and mail them to guests via traditional mail. Every morning, the administrative staff would manually print, stuff and mail paper vacation rental agreements. Similarly, there was a lot of manual labor involved in processing returned agreements and scanning signed contracts into an electronic filing system.

They needed a less repetitive, costly, and time consuming solution.

The Solution

Twiddy decided to integrate electronic signatures into their existing reservation software using DocuSign's open API. Now after Web reservations are reviewed and approved, rental agreements are automatically emailed to customers for electronic signatures. Customers receive an email informing them that agreements will require an electronic signature and explaining the DocuSign system. Twiddy can easily monitor when agreements are signed and automatically recorded in the company's reservation software.

The Results

"We are continually looking for ways to make our processes more efficient and remove unnecessary steps so that we are able to accomplish the same job with fewer resources and in less time," said Carver. "By using DocuSign, we have shortened the time it takes to secure signed vacation rental agreements, making life easier for our customers and employees. Customers love it because they can sign the contract as easily as sending an email – no more stuffing envelopes, running to the post office or incurring postage fees."

Twiddy plans to begin using DocuSign for homeowner renewal contracts as well. Each contract is 13 pages long and two sets must be printed and mailed to all of Twiddy's 750 homeowners each year. By using DocuSign, Twiddy will eliminate the need to print and manage more than 19,000 sheets of paper.

About DocuSign

DocuSign offers an electronic signature service that provides the simplicity, speed and security required to deliver, sign and store documents. Designed from the ground up for business-class usage, this service integrates the technical infrastructure and legal compliance needed to operate an end-to-end signing service. DocuSign customers span a variety of industries and range from the largest corporations to the smallest branch offices. DocuSign, Inc. is a privately held company based in Seattle, Washington.

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