

# Agree better with the DocuSign Agreement Cloud

# It's time to agree better.

Digital technology is disrupting every industry and resetting customer expectations. Today, customers want — and increasingly expect to have — the ability to conduct business with the speed, convenience, and simplicity of on-demand digital services like Amazon, Netflix, and Uber. Traditional organisations are investing heavily in the digital transformation of core business processes to increase employee productivity, improve business agility, and build customer loyalty.

But, in the race to secure their digital future, many organisations overlook one-fundamental business process that remains painfully stuck in the past: the agreement process. Agreements are critical to doing business, but the way they are prepared, signed, acted on, and managed is still highly manual and disconnected. While organisations that have adopted electronic signature technology are ahead of the curve in accelerating the agreement process, there are many steps before and after the signature that cause needless errors, delays, and frustrations.

Now, thanks to new digital technologies for automating and connecting the entire agreement process, organisations can get business done faster with less risk, lower costs, and better experiences for everyone involved.

Get to know the DocuSign Agreement Cloud.

## Agreements drive your business forward.

An agreement isn't any ordinary document. It's what enables business to move forward between organisations and their employees, partners, and customers. Agreements are used in every department, from front office to back, in organisations of every size in every industry. Without a signed agreement, employees can't be hired, borrowers can't get loans, houses can't be bought, software can't be sold – just to name a few examples.

Agreements can impact both our work lives and our personal lives. They can make great things happen. But what if they could happen more quickly, easily, and cost-effectively?

### Agreements are the foundation of business, and they are everywhere.

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#### Sales

Sales Order Processing  
Customer Account Provisioning  
Special Deal Terms  
Referral Agreements  
Reseller Agreements  
Partner Agreements  
Sales Support  
Loan Documents  
Support Agreements and Renewals

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#### Marketing

Event Registration  
Customer Communication Approvals  
Mass Mailing/Email Approval  
Event Vendor Agreements  
Rebate Agreements  
Sponsorship Agreements  
Promotion Agreements  
Advertising Contracts  
Press Release Approvals  
Brand Licensing Agreements  
Media Plan Sign-offs

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#### Services

Account Change  
Service/Work Orders  
Terms Change  
Self-Service Requests  
Compliance  
Field Service  
New Policy Applications  
Policy Cancellations/Suspensions  
Independent Agency  
Licensing  
EFT Authorisation

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#### Human Resources

Offer Letters  
New Hire Paperwork  
Candidate NDA  
On/Off-boarding Checklist  
Employee Policy Distribution and Signature  
Contractor Agreements  
Non-disclosure  
PTO Management  
Performance Appraisal  
Background Checks

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#### Finance

Invoice Processing  
Expense Processing  
Capitalisation Management  
Audit Sign-off  
Policy Management  
Inventory Sign-off  
Asset Transfer/Retirement  
Grant Applications  
Sales and Use Tax Return  
Consumer Account Opening  
Deposit Products

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#### IT/Operations

Asset Tracking  
Change Requests  
Requirements Sign-off  
Access Management  
Incident Reporting  
Production Change Authorisation  
Maintenance Authorisation  
Authorisation  
Real Estate Approval  
Project Budget Approvals

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#### Legal

NDAs  
Contract Management  
Internal Compliance  
IP Licensing  
Patent Applications  
Board Minutes  
Affidavits  
Summons  
Engagement Letters  
Memoranda of Understanding

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#### Facilities

Front Desk Sign-In  
Work Orders  
Lease Agreements  
Move In/Out Requests  
Parking Permits  
Building Maintenance  
Construction CAD Drawings  
Equipment Loan Agreements  
Change Justification Forms  
Building Permits  
Change Orders

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#### Product Management

Change Management  
Release Management  
Code Review Reporting  
Requirements Acceptance  
Release Scope Commitment  
Policy Approval  
Beta/SDK Agreements  
Developer Program Enrollment  
Product Development Methods  
New Product Evaluation  
New Offering Announcement

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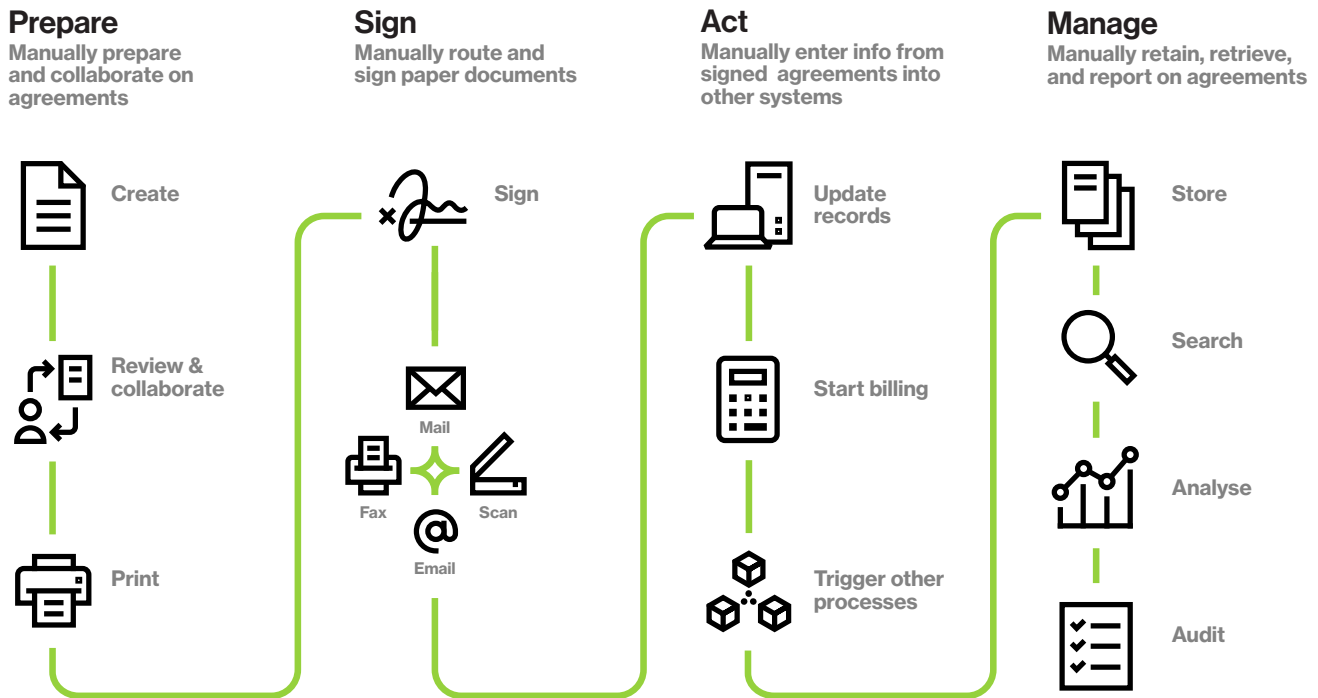
#### Procurement

Purchase Order  
Statement of Work  
Master Services Agreement  
RFP Sign-off  
Supplier Compliance  
Service Level Agreements  
Termination Letters  
Software License Agreements  
Rate Cards  
Invoice Processing  
Subcontractor Agreements  
Vendor Contracts

## Legacy systems of agreement slow you down.

Every organisation has a “system” for getting agreements done. It consists of all the people, processes, and technologies involved in the entire agreement process – from preparing and signing documents to acting on terms and managing completed agreements. Unfortunately, many organisations still have legacy systems of agreement that rely on too many manual, paper-based steps and not enough – nor the right – digital technologies to automate and connect the entire process.

Legacy systems of agreement are typically a mess of manual processes and disconnected technologies.



### The problems with legacy systems of agreement.

Every inconvenience, miscommunication, or error adds time, cost, and risk to doing business. When the competition is just a click away, few organisations can ignore the need to modernise their systems of agreement. A recent survey conducted by Forrester Research\* confirms the negative impacts of a legacy system of agreement on IT and business processes:

- Increased costs due to human delays, errors, and rework
- Delays in revenue recognition and greater risk of abandoned deals
- Needless waste of time, money, and paper in printing, mailing, and faxing
- Lack of compliance with security and privacy mandates
- Difficulty maintaining visibility and control over agreement terms
- Poor employee and customer experiences

\*The State of Systems of Agreement, 2019, a Forrester Consulting Thought Leadership Paper Commissioned by DocuSign.

# Modernise your system of agreement with the DocuSign Agreement Cloud.

There's a simple reason why organisations continue to do business using legacy systems of agreement: Until recently, there hasn't been an alternative. Now, with the DocuSign Agreement Cloud, organisations can modernise their systems of agreement to connect and automate the entire agreement process. The DocuSign Agreement Cloud includes more than a dozen applications and more than 350 pre-built integrations with other applications to digitally transform the way business is conducted via contracts and other agreements.

## The entire agreement process will be transformed.

### Prepare

**Generate** agreements automatically from data in other systems

**Negotiate** via tracking of tasks, redlines, versions, and comments

**Guide** people through what they need to do

### Sign

**Identify** signers via email, SMS, government IDs, and other methods

**Sign** from anywhere, anytime, on a wide variety of devices

**Certify** with court-admissible evidence of who did what, when

### Act

**Trigger** actions in other systems such as CRM and billing

**Pay** as part of signing via credit card, Apple Pay, Google Pay, etc.

**Notify** stakeholders of agreement events, such as an upcoming renewal

### Manage

**Store and search** agreements in a centralised repository

**Analyse** agreements for risks and opportunities with AI

**Monitor and fulfill** agreement terms using "smart contracts"

## **Simplify life and accelerate business with a better agreement process.**

By modernising your system of agreement with the DocuSign Agreement Cloud™, you'll do business faster with less risk, lower costs, and better experiences for customers and employees. As a result, you'll be easier to do business with, easier to do business for, and easier on the environment.

### **Improve experiences for everyone.**

The DocuSign Agreement Cloud helps organisations eliminate outdated, paper-based, and inconvenient manual processes. Everyone in the agreement process can easily see what they need to do, then do it faster, with fewer mistakes, and a lot less frustration. That means happier employees, customers and partners.

### **Save time, money, and trees.**

Removing the manual steps involved in the preparation, signature, execution, and management of agreements not only speeds the process considerably but also reduces costs due to materials (paper) and labour in printing, scanning, mailing, and overnighting documents. In fact, research shows that, on average, organisations save \$36 per agreement by using DocuSign eSignature alone\*. In addition, the savings to environment add up: more than 500,000 customers worldwide have used DocuSign eSignature to save more than 2.5 million trees' worth of paper.

### **Lower risk and increase compliance.**

The DocuSign Agreement Cloud allows organisations to minimise legal risks due to lack of standardisation and security in their agreement processes. All agreements can be produced, signed, and executed in a legally enforceable, consistent way with complete audit trails. Agreements can be stored securely, while organisations retain full visibility and control to search and find agreements as changes or renewals are requested.

\*On a 2015 third-party study, a sample of our enterprise customers realised an average of incremental value generated per transaction when they deployed DocuSign eSignature versus their existing paper-based processes."

## What our customers say

Results for Santander, a global leading bank using DocuSign.

**83%**

Reduction in time to open new customer accounts

**10x**

More loan agreements processed each month

**100%**

Digital onboarding process

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**“Collecting signatures while completing front and back office processes enables us to offer a customer experience that outperforms even digital-first banks.”**

**Jonathan Holman**  
Head of Digital Transformation  
Santander

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## The DocuSign difference

**500,000+**

Worldwide customers

**350+**

Integrations with third party applications

**#1**

Ranking for e-signature apps on Salesforce AppExchange

Customers include:

**10/15**

Top global financial services companies

**18/20**

Top global pharmaceutical companies

**7/10**

Top global technology companies

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### About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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