

# Eden Brown Enhances Client Efficiency through DocuSign

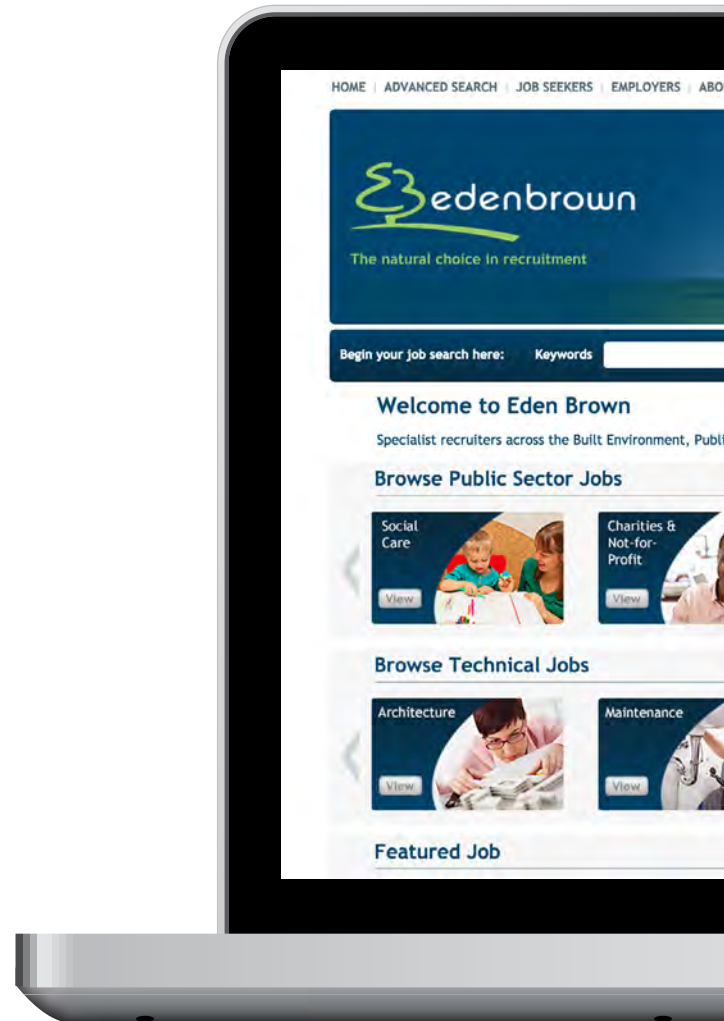
Leading recruiting specialist increases compliance and usability of all contracts

## Company's Top Objectives

Eden Brown is one of the UK's leading specialist recruitment businesses, hiring talent for permanent, contract, and temporary roles across multiple sectors. In just over 20 years, Eden Brown has grown to become a multi-award-winning recruitment firm that's now a permanent fixture at the top end of the Recruiter Hot 100. Using DocuSign, Eden Brown provided a better experience for clients while increasing compliance and tracking of all contracts.

## Challenge

As a recruitment business, Eden Brown faced the usual issue of having large numbers of documents that required signatures, including contracts. However, getting these contracts signed and returned on time while adhering to compliance regulations posed a logistic challenge. Patricia Pohl, Eden Brown's Operations Manager said, "It can be quite time consuming for both our staff and our clients and candidates to return hard copies of contracts.. It was difficult to track and expedite the process. As a result, we spent a lot of time chasing the relevant documentation."



## Top Benefits Achieved

- ✓ Increased compliance and usability of all contracts
- ✓ Improved efficiency within sales team
- ✓ Enhanced client experience
- ✓ Improved ability to quickly track all documents

Internally, our consultants and senior managers appreciate the ease and mobility when signing off internal documentation

### The Resolution

Similar to many DocuSign customers, Pohl came across the eSignature software through a first-hand experience. "I was a customer of Webrecruit, and they used DocuSign. I electronically signed a document through DocuSign and saw the benefit it could bring to our own business." Pohl arranged for a demo and signed up for a trial version to see and understand DocuSign's full potential within Eden Brown.

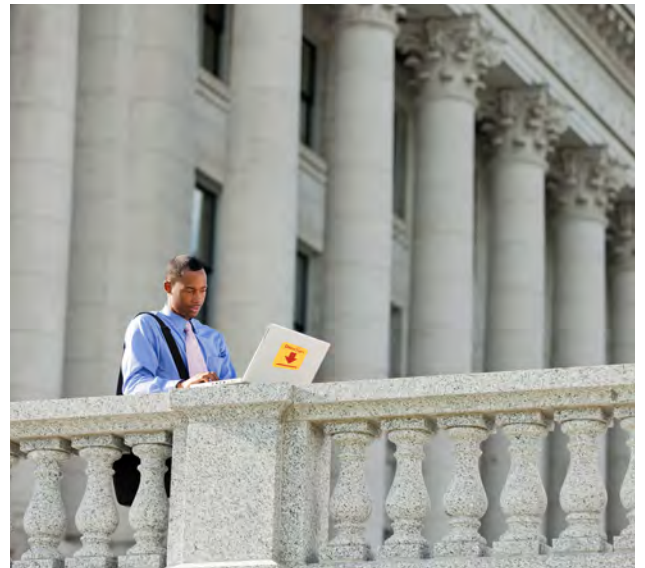
"DocuSign was the most cost effective option and matched Eden Brown's requirements perfectly, such as meeting compliance standards," Pohl said. "The audit features in the product were also very well received, and the usability was equally great. The fact that it is used by so many well-known businesses such as Webrecruit, who've received lots of great feedback from their customers, also contributed greatly."

### The Key Benefits

Eden Brown has been using DocuSign since January 2013 and has already seen rapid results, just within the last four months. "Sometimes we need to deploy contractors immediately or within the next day. Now, thanks to DocuSign, I am able to get the contract signed and returned within a couple of hours," Pohl said.

DocuSign has not only made a positive impact on Eden Brown's clients, but has also strongly benefited their staff. Convenient features, such as the dashboard, have greatly improved efficiency within Eden Brown's sales team. They are quickly able to view what documents are outstanding, identify who is holding up the process, and send out reminders.

"The clients love it," Pohl said. "They hire a lot of people through agencies and they can sign-off with just one click. Internally, our consultants and senior managers appreciate the ease and mobility when signing off internal documentation, as it's really quick and can be completed from any device."



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**Patricia Pohl,**  
**Operations Manager**

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