
Tata Communications Uses DocuSign to Drive Global Business Success

Tata Communications (referred to as Tata) is one of the world's leading providers of communications services for multi-national enterprises and service providers. The company provides an open infrastructure, partner ecosystem and platforms for businesses to stay competitive in this digital age.

With a strong presence in both developed and emerging markets, Tata enables information and communication technology globally with a broad range of services including high speed connectivity, unified communications and collaboration tools, voice services, mobility services and cloud enablement solutions. Over 24% of the world's Internet routes travel over Tata's network and the company is the only Tier-1 provider that is in the top five by routes in five continents.

Tata needed a trusted digital solution for their global footprint

As a global company with offices and customers located in more than 30 countries and multiple time zones, one of the challenges Tata faced was quickly obtaining signatures for legal documents, sales contracts and internal approvals, especially for international contracts outside of India. When an international contract was ready for signature, the legal team would typically send a hardcopy with deal approvals to signatories using a courier service, which was very expensive. Because contracts required signatures from senior management, who were often out of the office traveling for business, these documents would often sit until the appropriate signatory returned. Original signed documents would then slowly make their way from desk-to-desk and office-to-office. By the time originals reappeared at Tata's legal department, weeks or months had passed.

While contracts were out for signature, the legal and sales teams had zero visibility into where the contract was in the signature-cycle or when they might expect it back.

Top benefits achieved

Reduced time

for contract turnaround from months to 24 hours

90% reduction

in costs for courier services

Successful deployment

of DocuSign to 2,500 employees in 30+ countries in 3 languages

Zero

misplaced or misfiled documents

DocuSign fit Tata's needs

When the legal team began researching possible digital solutions for managing signatures, contracts and approvals, they used several criteria to make the selection:

- Easy-to-use for customers and employees
- Worked with Tata's interactive PDF templates
- Integrated with Tata's existing Salesforce® and Microsoft Outlook systems
- Seamlessly enabled signatories to be mobile
- Had strong legal support for differing eSignature laws around the world

DocuSign came out on top of three vendors and after a pilot launched eSignature services. Key integrations with Salesforce, Ariba, Apttus, Callidus and more have embedded digital contracting across nearly every department in the company including sales, HR, procurement, IT, legal and more.

“DocuSign has been a home run for Tata and our legal team, especially in our international operations outside of India. It's helped us close deals faster, cut through stacks of paperwork, and break down the old delays. It is an incredible solution for a global company.”

Troy Reynolds

Senior Vice President, Deputy Group General Counsel
Tata Communications

Decreasing contract turnaround time and accelerating business

After rolling out DocuSign, Tata's legal and sales teams quickly increased the speed at which contracts were signed and completed. “We would send out a contract for an original signature and have no idea when it was going to come back to us,” says Troy Reynolds, Senior Vice President, Deputy Group General Counsel, Tata. “We had no visibility into who had signed or whose desk the contract was sitting on at any given point. Now, with DocuSign, it's totally transparent, easy to track, and contracts that used to be out for months are now returning to us signed and complete within 24 hours.” This improvement in contract turnaround time has helped to accelerate business company-wide by reducing time to revenue.

Reynolds also notes that the reductions in contract cycle time are complemented by significant reductions in courier costs. “Because signatories were located all over the world, we'd have to send our contracts internationally. On average, this was costing Tata about \$100 per contract, sometimes as much as \$150. With DocuSign, we've been able to cut that number substantially – something in the ballpark of a 90% reduction in spend.”

Prior to DocuSign, there were also issues with contracts being misplaced when shuffling paper from one desk to another. Since implementing DocuSign, 100% of the contracts and documents sent out for signature via DocuSign have been quickly and easily archived in the cloud with DocuSign.

Today, around 2,500 Tata employees located in various geographies use English, French, and Spanish versions of DocuSign to optimize their business practices. “The DocuSign Agreement Cloud™ has been a home run for Tata and our legal team,” adds Reynolds. “It's helped us close deals faster, cut through stacks of paperwork, and break down the old delays. It is an incredible solution for a global company.”

About DocuSign

DocuSign helps organizations 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.

DocuSign, Inc.

221 Main Street, Suite 1550
San Francisco, CA 94105

[docuSign.com](https://www.docuSign.com)

For more information

sales@docuSign.com
+1-877-720-2040