

# Service Contracts/Install Agreements for Medical Device Manufacturers



USE CASE PROFILE: Medical Device Manufacturers

## Challenge: More Efficient Service Contracting

Service and support contracts represent an important and profitable revenue stream for medical device manufacturers, but that revenue is under threat. Independent Service Organizations (ISOs) are moving in to sell services in this space, and some studies suggest that up to 40% of service contracts are moving to these ISOs.

To remain competitive, medical device firms must ensure that their service contract sales and renewals are as effective as possible. Delays in getting contracts signed can lead to lower attach rates and give opportunity to competitors to take away business.

## DocuSign Solution

DocuSign can help shave days or even weeks off the service sales and renewal contract process. And all necessary forms can be signed electronically in one system, from Certificate of Medical Necessity forms and ePrescribe documents to Assignment of Benefits/Proof of Delivery documents and Trunk Stock/Inventory Agreements. With DocuSign's support for complex workflows, documents are electronically routed to all relevant parties, with each signing in the appropriate order, regardless of how many individuals or departments are involved. Our forms library lets your staff easily select the appropriate forms, and automated reminders help keep the process on track. And native apps for all major mobile devices—iOS, Windows 8, and Android – mean your customers can sign contracts anywhere, from any device.

## DocuSign Key Benefits

Whether you are selling service contracts for software or for physical devices, DocuSign reduces the time between customer decision and contract signature. You can close more service and support contracts faster than using paper-based contracts.

With DocuSign you will be sure that all contracts contain all required information, initials, and signatures. DocuSign's dashboards and on-demand reports provide complete visibility into the contract signature process, so your reps can spend their time calling on customers rather than chasing down signatures—which can help you achieve higher attach rates and eliminate end-of-quarter surprises.

## Integration with Sales and Contract Systems

DocuSign fully integrates with Salesforce, enabling you to streamline the sales process, automate end-to-end workflows, and recognize deals immediately upon contract signature, without manual intervention. It can also automatically trigger appropriate events once the deal is signed, such as updating customer databases or initiating support contracts through native integrations with Conga Composer, Apttus, BigMachines, Selectica, Upside, Drawloop, Zuora, and many more contract solutions.

### About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.



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