

# 20 Years of ESIGN

Faster Paperwork Processes for  
Improved Employee Relationships

Today's interconnected commercial landscape offers countless ways for human resources teams to seamlessly connect with current employees and new applicants. With the push (or click) of a button, modern HR professionals can send offer letters, distribute onboarding paperwork or update the employee base about benefits. But it wasn't always that easy. These seamless, secure modern transactions are not simply the result of innovative companies that have created brilliant innovations. As digital technology exploded in the new millennium, key legal guidelines have been at the center of that evolution, ensuring that technology used in digital business transactions meets appropriate criteria.

June 30, 2020 marked the 20th anniversary of the Electronic Signature in Global and National Commerce Act (ESIGN) in the U.S. Before ESIGN established the validity of electronic signature, HR transactions required ink-and-paper signatures to finalize agreements. Just 20 years ago, the only way to collect signatures on these documents was to set up in-person meetings or construct a hodgepodge signature process involving expensive physical mail, fax machines, printers, scanners and photocopiers.

The passage of ESIGN eliminated doubt about the legality and acceptance of electronic signature. ESIGN paved the way for DocuSign and others to build cutting-edge business tools to create more efficient workflows. Milestones like this one are an opportunity to celebrate how far commercial technology has come and how organizations and customers benefit from faster, more connected systems.

In this ebook, we'll examine a highlight reel of leading HR teams using electronic signature tools to improve companywide morale and give employees a better experience. As you read through, think of the ways your organization could benefit from an improved agreement process today and imagine the exciting improvements that will come in the future.

## Digital identification revolutionizes modern onboarding

Onboarding is one of the first touchpoints an organization has with a new employee. It establishes the tone for the relationship between the two parties, contributing to better new hire retention and productivity. A critical part of the onboarding process is the I-9 form, which requires new hires to provide a government ID to verify their identity. This document is then taken from the employee to be copied, scanned and stored. Depending on the speed of the process and the number of new hires, this identity validation can take a few hours to several days. Withholding an employee's ID documents for too long is an easy opportunity to sour their onboarding experience.

DocuSign Identify is a solution to this painful workflow by combining eSignature with ID Verification. New hires can fill out and sign I-9 forms electronically and the HR team can instantly analyze for document security features and match a name on an agreement against the name on the ID. Information from the ID document can also be saved for later use and electronically attached to the new hire's profile. The entire process can be completed in minutes. The HR team benefits too, avoiding the manual printing, scanning, copying and filing of ID document information to spend more time building relationships with new employees.

## Facebook streamlines rapid employee expansion with DocuSign CLM

As an extremely fast growing company, Facebook's HR team was onboarding around 50 new hires per week. That activity required around 60% of the team's time, giving them fewer resources to dedicate to existing employees and other HR responsibilities. Completing paperwork also took up a large percentage of new hires' time, reducing their time available to learn about the company and how specific teams operated.

At the core of this time-consuming process were paper documents, manually filled out by new hires and hand-delivered to the HR and payroll departments. Not only were these processes inefficient, they also created errors and missing or inconsistent data. As one of the biggest and most important technology companies in the world, Facebook sought to lead the way with paperless digital workflows.

To do that, Facebook chose DocuSign CLM to move their documents to the cloud and create an easily searchable and secure repository for all HR paperwork. DocuSign fully integrates with existing systems – including Salesforce, Workday and ADP – and setup took less than four weeks in the U.S. The new process generates digital offer letters that can be signed electronically. Once offers are signed, new hires are given access to a digital HR portal where they can view and sign all onboarding paperwork.

### DocuSign Agreement Cloud by the numbers

**93%**  
of Glassdoor's Top 15 "Best Places to Work" in 2019 are DocuSign customers

**350+**  
integrations with leading HRIS like Workday, SAP, Oracle, Greenhouse and more

**82%**  
of agreements are completed in less than a day

### Facebook Results

**50 new employees**  
onboarded per week

**20-40**  
hours saved per week

**200,000+**  
documents digitized

## Agree better with your employees

Throughout the hire-to-retain process, the management of documents can take more than 25% of your time, making it harder to focus on the things that matter – hiring talented employees, optimizing benefits and maximizing productivity. The DocuSign Agreement Cloud for Human Resources connects, automates and accelerates employee agreement processes so that your time is spent on people, not paper.

DocuSign addresses the critical document management bottlenecks across the hire-to-retain process. From candidate NDAs and offer letters to role changes, policy updates, severance agreements and almost anything that requires a signature or signoff, DocuSign transforms the way organizations engage with employees and candidates.

# 80%

Reduction in turnaround time for HR processes

# \$50

Average savings for every job offer extended

**“Using DocuSign has solved the headache of getting employee documents completed and signed. Now the entire process is fast and easy for us and the signer.”**

**Carrie Robuck**

Human Resources  
Orscheln Farm & Home

### Human resources teams use DocuSign to streamline agreements in common workflows:



**Sign**

Binding legal documents that require a legally-defensible signature



**Notify**

Use cases that are intended to inform or notify employees, suppliers or vendors



**Acknowledge**

Use cases requiring confirmation that the employee, vendor or supplier has read/agree/complied



**Approve**

Use cases that ask for an approval as opposed to a more formal signature



**Collect data**

Use cases where information needs to be collected from the recipient(s)



**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](mailto:sales@docusign.com)  
+1-877-720-2040