
Digital transformation benefits every phase of the agreement lifecycle.

The truth is paper documents create issues for procurement teams.

These same teams have priorities that will make using paper more painful.

Enhance security & compliance: 76%

Improve customer experience: 70%

Increase business agility: 67%

To achieve these goals, savvy teams have begun to automate contract processes.

45% report a drop in customer experience.

39% experience delays in recognizing revenue.

35% delay project kickoffs.

30% endure reduced completion rates or abandoned deals.

19% face legal and compliance risk.

The message is clear. Companies that don’t go all-in on digital transformation miss the benefits of automation.

Only 8% prepare agreements from templates autofilled by other business systems.

Only 12% automatically upload most agreement information and trigger next steps.

Only 6% store agreements where they can be searched & analyzed by technology.

Only 31% use contract management software anywhere in their organization.

A majority have started out strong with electronic signature agreements. But they still experience problems with other stages of the agreement lifecycle.

Preparation: Manually transferring data

Taking action: Manually adding duplicate information

Management: Preparing agreement information and triggering next steps

Rework due to manually transferring data: 63%

Manually adding duplicate information: 48%

Preparation: Manually routing agreement to teams

Errors and rework due to incorrectly entered data: 48%

Taking action: Inability to search full text of all agreements

Lack of visibility into signed documents: 62%

Management: Lack of control and management

12% of agreements are incorrectly entered, leading to delays of all agreements.

49% of signed documents are lacking control and management.

The percentage of contracts signed electronically on average: 68%

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But they still experience problems with other stages of the agreement lifecycle.

Learn how DocuSign can help automate every step of the agreement process and improve the customer experience.

Learn more

Source: A commissioned study conducted by Forrester Consulting on behalf of DocuSign, January 2020.

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DocuSign was named a leader in the 2020 Gartner Magic Quadrant for contract lifecycle management.

Do business faster

Increase compliance

Improve customer experiences

Maximize the value of your electronic signature investment