

# Transitioning to Digital Agreements in Human Resources

## Introduction

Business is changing faster than ever. Organizations of all sizes are evolving at light speed to meet the demands of the new business landscape. Today's human resources leaders are building solutions to new challenges; even for the most agile teams, it's an uncomfortably rapid shift.

One of the takeaways that companies around the world are realizing together is that, even with employees in new places and business agreements making an abrupt digital transformation, work can still get done. There will be a point in time when physical offices are utilized again and people around the world are healthy and safe, but the way that business is done will never go back to how it was at the dawn of the decade. There's a process shift that's happening to make every part of a workflow – especially agreements – more digital and flexible.

At DocuSign, we've had conversations with HR leaders at the cutting edge of the digital transformation. We've heard stories about new challenges, successful adaptations and shifting visions of what's possible in daily workflows. The changes that are being made now are more than temporary one-off patches, they're permanent improvements to make operations more efficient. We're seeing the roots of a digital-first workspace.

Without a common physical location to conduct face-to-face interactions, HR teams need to find new ways to effectively manage their work. For new employees, onboarding processes need to be digitized. For all employees, information about remote work policies or new benefits programs needs to be distributed quickly and effectively. Here are some examples of the way DocuSign customers are establishing the blueprint for HR workflows.

## Accommodating remote staffing through cloud-based workflows

Global staffing leader Adecco used DocuSign to shift to a remote workforce by relying on cloud-enabled applications that allow the entire company to utilize the same tools and resources from anywhere. With the DocuSign Agreement Cloud, the Adecco staff can work from home without worrying about security or network accessibility problems.

Internally, Adecco has seamlessly continued business operations throughout the transition to a new working environment. Operations that were previously handled inside the physical office, like client billing and payroll management, were transitioned to a cloud-based environment and have run smoothly since vacating the office. Adecco has taken advantage of DocuSign to send offer letters, complete onboarding processes and complete invoices using eSignature. Throughout the uncertainty, they've managed to continue hiring employees for clients despite shifting business needs. By offering employees and customers consistency in delivering on agreements, Adecco has found a more reliable workflow for managing payroll and onboarding processes.

### DocuSign Customers by the numbers

**91%**  
of active customers would recommend DocuSign to another business or organization

**96%**  
have confidence in DocuSign's ability to deliver

**90%**  
are satisfied with their overall experience with DocuSign

**89%**  
of active customers find DocuSign valuable to their business

**60%**  
of DocuSign customers report experiencing some level of digital transformation recently

### Benefits of DocuSign

**81%**  
enables remote work transformation recently

**78%**  
enables me to do business faster

**78%**  
saves me time

## Digitally onboarding remote employees

The human resources team at DocuSign has found success in onboarding new at-home employees, using DocuSign ID Verification to validate the identity of new employees and eSignature to complete new hire paperwork efficiently. Teaming up with their IT colleagues, the HR team can verify a new hire's identity and send them a temporary password that allows them to access company equipment like a laptop. By transitioning companywide training events to virtual sessions, the entire new hire ramp process has been converted to a remote-friendly process.

## Streamlining offboarding paperwork

For human resources teams, employee offboarding is an unfortunate but important part of the job. Some DocuSign customers work with highly sensitive data and employees must sign documents confirming that they won't share that data after their employment ends. Without an in-person meeting to collect these signatures on the final date of work, outgoing employees struggled to find a way to properly finalize their departure. To help companies that are managing termination documents, DocuSign offers prebuilt exit forms and offboarding templates to simplify a difficult process. By transitioning those agreements to a digital signature, both the employee and the employer can give signatures in a fully transparent, auditable fashion.

## Assisting employees after workforce reductions

Companies that are dealing with layoffs and furloughs in the remote environment can find it particularly difficult to deliver all the necessary paperwork to affected employees. Severance documents are vital for departing employees, especially when it comes to applying for unemployment benefits.

With DocuSign, termination forms can be prepared, sent, signed and managed from one secure cloud platform. This guarantees that employees are offboarded appropriately and set up for success in the next step of their career.

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**“The DocuSign Agreement Cloud enabled our staff to securely access contract agreements and documentation from everywhere with no concerns over connectivity issues, like VPN accessibility. With the help of DocuSign, we have continued hiring employees for our clients and processed several payroll cycles seamlessly remotely.”**

**Carlos Estrada**  
General Counsel Asia Pacific  
Adecco

## Modernize employee relationships with the DocuSign Agreement Cloud for Human Resources

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.

**“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

**“DocuSign was the only platform that could offer legal, secure electronic signatures for an online process, with deep NetSuite integration—while offering us the control over brand and user experience we sought.”**

Evan Trent  
SVP Corporate Development  
School of Rock

Learn more about the [DocuSign Agreement Cloud for HR](#).



**14 of the top 15**  
Glassdoor 2019 “Best Places to Work” are DocuSign customers



**350+**  
integrations with leading systems including Workday, SAP, Oracle, Greenhouse and more



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



### 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.

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