



## CENTURYLINK

CenturyLink (NYSE: CTL) is a global communications and IT services company focused on connecting its customers to the power of the digital world. From IT, hosting and managed services for business, to high-speed internet, television, voice and data for the home, CenturyLink works to constantly improve technology to improve its customers' lives with every connection.

### CHALLENGE

CenturyLink has grown through a series of acquisitions, and sought a flexible yet secure platform to automate and accelerate its processes for coming to, signing and then acting on agreements.

"Our initial requirements came from sales contracts. We wanted a way to accelerate our speed-to-market to get services to customers faster," says Joel Blumenthal, CenturyLink Senior Lead Process Analyst. "We also knew we needed a solution with the highest security standards to meet the strict security requirements of certain customers and to protect our customers' information."

### SOLUTION

CenturyLink was introduced to DocuSign after it acquired Qwest in 2011. Qwest had already implemented DocuSign and had a significant number of use cases integrated with its CRM solution Salesforce.

"We saw the value that DocuSign was delivering within the company we acquired and immediately looked to take the solution across our business," noted Blumenthal.



### RESULTS

Contracts completed in hours rather than weeks



Sensitive client information is highly secure



Reduces the possibility of mistakes



"Initially, we had four different use cases across wholesale, retail, and a contracts group. Since then, we've added a number of use cases in completely different areas of the business including HR and Compensation," he explains.

## RESULTS

CenturyLink has leveraged DocuSign to create a seamless and universal agreement platform across its entire enterprise. Most agreements are now completed the same day. CenturyLink continues to add value by looking for new ways to incorporate DocuSign throughout its business to automate and accelerate its agreement processes.



"A lot of our applications are implementation-speed sensitive. DocuSign helps us accelerate our speed-to-market."

**JOEL BLUMENTHAL**

SENIOR LEAD PROCESS ANALYST

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## ABOUT DOCUSIGN

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

## CONTACT

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