
DocuSign Helps Darling Ingredients Reduce Service Agreement Completion time by 77%

Darling Ingredients is in the food and beverage space, contracting with companies to collect and recycle or dispose of food oil. The company is expanding, adding facilities and striving to run a more efficient business. Enter digital transformation – a strategic initiative where they are shifting to a paperless all-up approach to simplify and accelerate the process of doing business.

A digital and mobile-friendly agreement process

The primary use of DocuSign for Darling Ingredients was service agreements. Darling manages approximately 120 thousand service agreements. In the old, manual paper workflow, a team of field account managers would visit customer locations to review, negotiate and capture client signatures on service agreements. Agreements were then bundled and sent to the corporate office where other employees would enter the data, scan the paper documents, and advance the data into a service queue.

The agreements always came in triplicate, and different people were getting different copies. Tracking the correct version of each agreement was difficult. The paper system was terribly inefficient, and there was a gap between the time the contract was signed in person, and the time it was driven back and processed in Darling's offices. Darling Ingredients needed a mobile-friendly, digital process so agreements could be reached anywhere, anyplace.

Darling Ingredients partners with DocuSign

Darling Ingredients began collaborating with the DocuSign Customer Success team, who took part in on-site workshops to quantify value assessments, develop a digital transformation roadmap and integration strategy, and, finally, to help build the deployment plan to deliver the solution.

Results

\$1M annually
Saved with DocuSign

77%
Reduction in time to complete service agreements, from 1 month down to 7 days

More efficient
Tracking and storing digital documents

“We have reduced the time to close business and set up a new customer from about one month, down to just seven days.”

Todd Mathes
Senior Vice President of
Restaurant Services
Darling Ingredients

The benefits of going paperless

Speed-to-market and transforming the company from manual, paper-based workflows to a digital solution have had a profound impact. “We felt like it was important to proclaim, ‘we are going paperless,’ so we mandated the use of DocuSign eSignature across our business,” recalls Todd Mathes, Senior Vice President of Restaurant Services.

“We have reduced the time to close business and set up a new customer from about one month, down to just seven days,” he explains.

“The labor savings by going digital with DocuSign is significant. We have freed up two full time resources with DocuSign. DocuSign saves our sales reps time so they can focus on more important initiatives that drive our growth efforts,” Mathes concludes.

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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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