

Dilbeck Real Estate Goes Digital: Brokerage Cuts Paper Costs 50%, Improves the Transaction Process with DocuSign

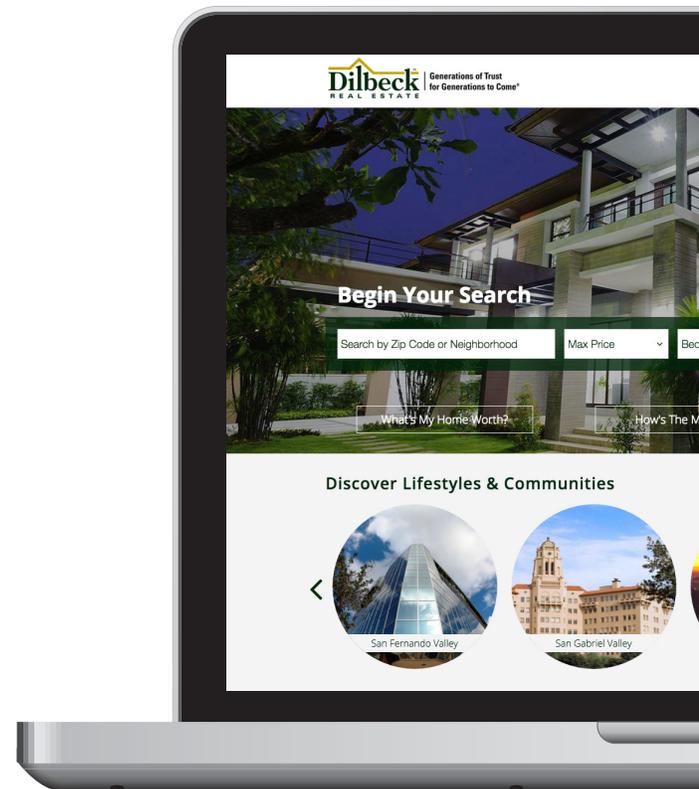
Background

Dilbeck Real Estate is an independent, family-owned brokerage with 14 offices throughout the Greater Los Angeles Area. With approximately 600 agents and 50 non-licensed staff members, Dilbeck prides itself on leveraging cutting-edge technology while building and maintaining lasting client relationships through a commitment to integrity and excellence. Prior to implementing DocuSign, Dilbeck relied on traditional paper processes, which were both inefficient and costly. Today, the company has cut paper costs in half while accelerating business through the use of DocuSign Transaction Rooms for Real Estate. The best part is that their clients, agents and staff are much happier.

Challenge

For Dilbeck, transitioning to digital was the obvious next step in maintaining their competitive edge. Prior to implementing DocuSign, audits were done in-house and managers found it challenging to manage the file review and approval process. Furthermore, paper and toner wasn't just expensive—it took up space. They went through 10 reams of paper and a toner cartridge a week.

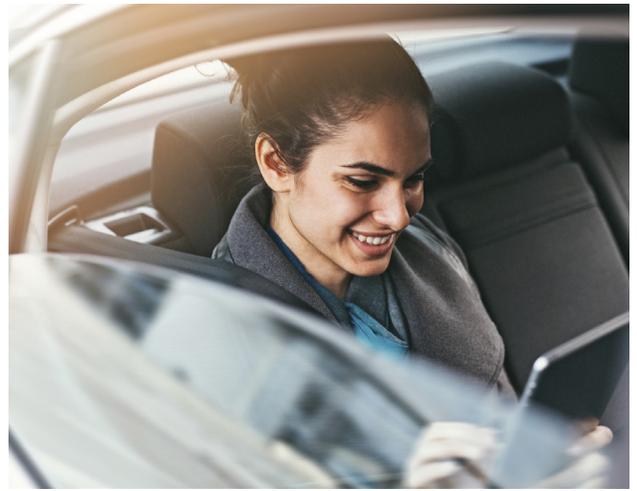
"We knew we needed to come up with a different solution," says Leane Forsee, from Dilbeck. "Paper files take up a considerable



Top Benefits Achieved

- ✓ 50% reduction in paper costs
- ✓ Increased compliance
- ✓ Immediate time savings

DocuSign has provided Dilbeck with something less straightforward, but equally valuable: support.



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Dilbeck was committed to making the digital transformation. The real question was which solution to select. Initially, the brokerage began using a free service, but found that many of their agents had already upgraded to a more robust, trusted solution that was the standard across the Real Estate industry: DocuSign. So they decided to take the solution company-wide, selecting Transaction Rooms.

Solution

Using DocuSign empowers Dilbeck's agents to be out of the office more – whether working from home or on the go with clients. Transaction Rooms provides both greater flexibility and efficiency. "It's like bringing everyone into a virtual conference room for the transaction where you can ensure people have access to just the documents they need to quickly move the process along," says Forsee. This eliminates any extra legwork for the agent, the staff, and the client.

DocuSign also helps ensure security: "We want all files to be consistent across the entire company. With task lists in Transaction Rooms, we are able to ensure the file is complete before a transaction can be closed. From a compliance perspective, we're confident that should we get audited, or need to go back and review a transaction, our files are complete and organized," says Keli Lamarine, from Dilbeck. "DocuSign really does ensure accountability across all of our agents," adds Forsee.



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- Leane Forsee, Administrator



Results

"It has had such a positive impact across all of our offices," says Lamarine. "We couldn't be happier. We've made the right decision for our company."

Upon implementing DocuSign, Dilbeck saw an immediate reduction in expenses. "I can tell you that my paper costs have been cut in half," says Forsee.

In addition to the practical benefits of implementing DocuSign, e.g. reduced costs, better organization, and more time for other responsibilities, DocuSign has provided Dilbeck with something extremely valuable: support.

"Part of the success with this rollout has been the support we've received from DocuSign," says Lamarine. "DocuSign follows up with us and ensures all of our needs are met. They look for and value our feedback. That has been above and beyond what we could've asked for. Support can make or break implementing a new platform. DocuSign has been committed to our success."



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.

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