

Leading Global Engineering, Consulting, and Construction Company Expedites Project Turnarounds with Electronic Signatures

The DocuSign Signature Appliance Eliminates Delays Throughout Complex Project Workflows

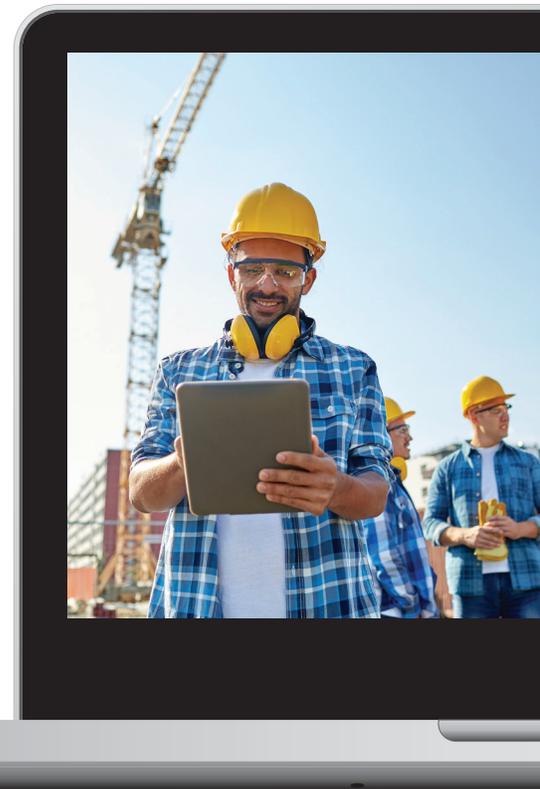
Background

A leading global engineering, consulting, and construction company with more than 100 offices worldwide undertakes critical projects in energy, water, telecom and other vital infrastructures.

Perfect coordination and timeliness are crucial to the company's ability to deliver projects on time and within budget. Even the smallest delay can hold back a large project. For example, requiring signature approvals from offsite engineers can trigger massive expenditures and delays in delivery schedules.

The company's engineers often work on many projects simultaneously, so backlogs mount when they are visiting one customer site and are unable to sign plans and drawings for other projects. With so many engineers, projects and customers, opportunities abound for project delays and workflow interruptions.

The company's Chief Engineer came to the realization that an electronic signature solution would solve much of this problem by enabling engineers to quickly and securely approve documents regardless of their location.



Top Benefits Achieved

- ✓ Turnaround time for critical plans reduced by more than 65%
- ✓ Compliance with industry regulations for secure electronic signatures
- ✓ Engineers continue to work in their familiar applications

Engineers can sign from remote locations while using familiar applications, speeding up workflows and maintaining project schedules

Going paperless with signature approvals would significantly minimize delays and keep workflows moving forward, as well as eliminate the overnight courier expenses that were incurred each time a signature was required from an off-site engineer.

Challenge

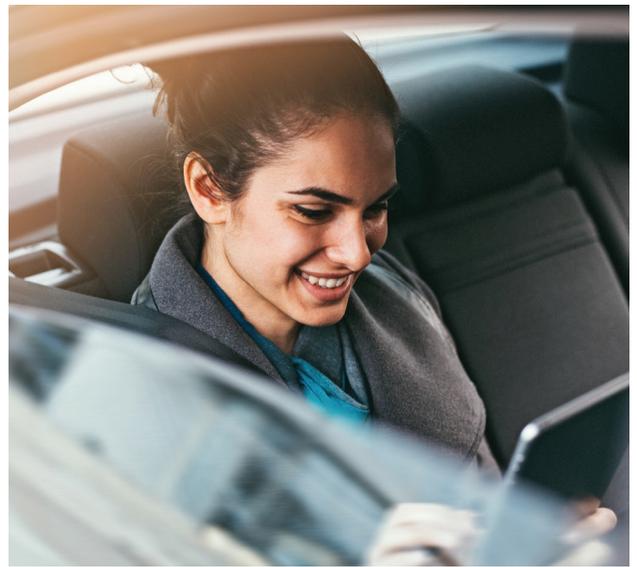
For an electronic signature solution to be adopted, specifically one that would play a central role in as crucial a process as engineering sign-offs, it would need to meet a demanding set of security and industry-regulation requirements. Additional requirements included compatibility with the applications that the company's engineers use most, such as Bentley MicroStation and Autodesk, and the ability for recipients of the electronically signed documents to be able to easily validate the signatures without requiring proprietary verification software.

Solution

After an exhaustive search, the company chose the DocuSign Signature Appliance, the most trusted on-premises signing solution for regulated industries and markets, because it met all of their requirements and offered additional features specifically designed for the engineering industry.

For starters, the DocuSign Signature Appliance, formerly CoSign Central, are compliant with federal, state, and institutional regulations pertaining to the use of industry-standard digital certificate and signature technology and the authenticity of electronic records. The solution is built on standard Public Key Infrastructure (PKI) technology which guarantees that any third party will be able to verify the electronically signed content for signer identity and intent, and content integrity – for years into the future. Additionally, the resulting signature is automatically invalidated if any change is made to the drawing or document after it has been signed.

Meeting the company's requirements for application compatibility, DocuSign Digital Signature Appliance works seamlessly with a variety of popular document types including Adobe PDF, AutoCAD, Bentley MicroStation, InfoPath, Microsoft Word and Excel. This compatibility enables engineers to continue using familiar and approved applications. Once an electronic document or drawing is prepared and reviewed, an engineer can easily add a professional seal and digital signature, even from remote locations.



The DocuSign Signature Appliance from DocuSign not only shortens the overall process, it also helps people earlier in the cycle because they don't have to print paper or chase anyone down. When a customer sends us a form to sign, it's rewarding to be able to email them back a signed document that's not scanned and looks exceptionally clean. Our customers really respect that."

- Chife Engineer, Telecommunications Division



Results

Prior to implementing the DocuSign Signature Appliance solution, obtaining approvals from off-site engineers involved priority and expensive shipping of printed documents. Today, the engineers are able to approve and seal documents from any location with an Internet connection. With DocuSign Digital Signature Appliance, they are even able to deliver documents in Microsoft Word format without converting them to PDF.

While electronic signatures have enabled the engineers to keep workflows moving forward without delay, implementing Signature Appliance has also delivered the additional benefit of providing the company's customers with a cutting edge experience. Printing a document for signature and then rescanning degrades its quality so customers appreciate it when they are sent a signed document that's not scanned and looks exceptionally clean.

Engineers and non-engineers received the DocuSign Signature Appliance so well that some also began using it to approve additional documents circulating within the same office. Within two months of implementation, members of other departments, including the Quality team, became involved too.



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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