

FSMB Saves Time and Money with DocuSign

Assessing FSMB's manual and paper-based agreement process

Historically, much of FSMB's work involved paper copies and was very manual in nature. Document completion often required physicians to download or print a form, sign it, then either scan and upload it back, or, send it via traditional mail. The process could take several days to even weeks to complete.

Additionally, there were costs associated with the paper process, staff was consumed with managing paper and retrieving documents for potential audits was difficult at best.

FSMB needed to evolve and integrate a digital solution that would provide a better user experience. "Most of our physicians are young – they expect a system of agreement to be quick and digital," says Michael Dugan, Chief Information Officer for FSMB.

Expanding DocuSign company-wide

FSMB began using DocuSign eSignature a few years ago, but it was time to expand and integrate with existing IT platforms. "As we began to leverage DocuSign more, we came to realize that it could replace portions of our existing portal technologies that we developed in house," recalls Dugan.

Transforming the user experience

Documents are now completed faster and more efficiently than before. What took several days to complete, can now be done in a few minutes.

FSMB has reduced costs associated with paper by about 50%, and the user experience is completely transformed. "With our API integration, transaction completion happens in real time. We can just pop up a window in the API, they click thru and sign it, and then come back into our application. It's nice to have an 'in-app experience'. We don't have to send them to a different site," Dugan explains.

FSMB is completely satisfied with its DocuSign solutions and looks forward to expanded application. "We think DocuSign provides a great value for the cost and continues to add features and functions, which means we can add more value to our clients and customers," Dugan concludes.

Results



Improved efficiency



Better user experience



50% reduction in paper use

"We wanted a seamless, in-app experience, so we could get a document signed and move on—no paper needed, no upload needed."

Michael Dugan
Chief Information Officer
Federation of State Medical Boards

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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