



GENERAL NETWORKS

General Networks Corporation is an industry-leading IT systems integrator. Their primary mission is to deliver technology consulting and managed services for customers who need to manage and process business-critical information. General Networks has designed and implemented technologies that serve more than a million users at 100 organizations in verticals including: entertainment, utilities, transportation, and state and local governments.

CHALLENGE

General Networks offers a cloud based ITIL product for automating business processes. It was a perfect solution for their clients in many aspects, but they couldn't offer a digital legal agreement solution. "Our clients would have to shift out of that product, and use either paper or, even better, they would use DocuSign," says Todd Withers, President and Chief Technology Officer at General Networks.

The company needed a fast, secure, and efficient way to complete agreements and needed a seamless integration with its existing platforms.

SOLUTION

General Networks began designing its own custom integration utilizing DocuSign's open API. Although they had been a DocuSign user for many years, collaboration and partnership towards the integrated solution took things to the next level. "That's really when our relationship with DocuSign got a lot closer," recalls Withers. "We have a very flexible tool that our clients leverage in a variety of different circumstances, and it's an obvious fit for DocuSign. We have expanded that into human resources, onboarding documents, policy and procedures, particularly at highly regulated companies," Withers says.



RESULTS

Provides an end-to-end digital solution for its clients



Able to custom create a seamless integration with its existing platform



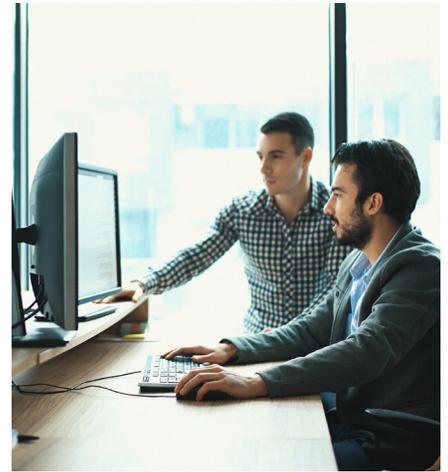
Improved customer experience



RESULTS

DocuSign is streamlining workflows and improving efficiencies for General Networks, and the DocuSign integration helps provide an end-to-end solution for almost all digital agreements.

Additionally, General Networks is most excited about improved customer experience through DocuSign Payments. "That's going to be really important for us. We're getting really great feedback," Withers concludes.



"DocuSign Payments is huge. I just think that's an amazing opportunity for us."

TODD WITHERS

PRESIDENT AND CTO, GENERAL NETWORKS CORPORATION

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

U.S. 866.219.4318 | docusign.com

EMEA +44 203 714 4800 | docusign.co.uk

APAC +1 800 255 982 | docusign.com.au