

County Government Boosts Services and Cuts Costs with Electronic Signatures

Cost reductions and efficiencies realized across departments while residents enjoy faster turnaround

Background

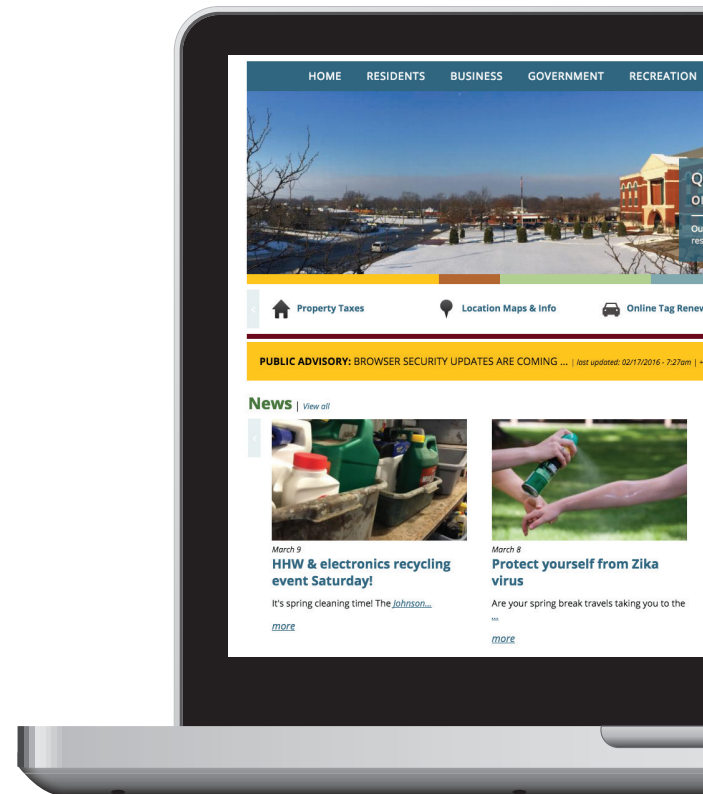
This Midwest US county with a population of more than a half-million people has dozens of departments handling a wide range of responsibilities and services from tax collection, property ownership, courts and public health to libraries, nursing homes, parks and recreation, public works and more.

Like many other local governments, the County had to contend with budget cuts and a voluntary early retirement program in recent years due to the economic downturn. As a result, the county's leaders were looking to cut costs. They had no choice but to find a way to streamline the processes and workflows that support resident services and back-office functions. Electronic signatures proved to be the ideal solution.

Challenge

The County wanted to find a flexible, secure and easy-to-use solution that could deliver all the capabilities it required, including:

- Collecting signatures from residents, online and offline
- Implementing employee signatures in business processes
- Signing various types of documents (Microsoft Office, Adobe, TIFF files, etc.).
- Adding multiple signatures to a single document
- Complying with HIPAA and PCI regulations
- Verifying electronic signatures independent of the software used to create them, preferably using digital certificate and signature technology.



Top Benefits Achieved

- ✓ Rapid and accurate integration with custom applications
- ✓ Quick turnaround on many types of documents
- ✓ County residents are able to sign remotely via the Web
- ✓ Compliance with strict government and legal regulations

Making County business processes more efficient

Technical issues also played a central role in the decision-making process. For one, they could not accept remote document storage – the solution had to be on-premises with a centralized security infrastructure. In addition, it needed to be integrated with Microsoft Active Directory, and an SDK (Software Development Kit) had to be available for web signing and software customizations.

Solution

The County had a long list of stipulations for a solution that needed to meet the highest standards. They researched available products and discovered the DocuSign Signature Appliance, the most trusted on-premises signing solution for regulated industries and markets. They soon realized it was the only solution that met all requirements, including an easy-to-use toolkit that enables customers to add electronic signatures to their website and custom applications.

Results

Ten County departments are using the DocuSign Signature Appliance formerly CoSign Central electronic signatures for signing a wide range of process documents, including:

- Finance – Excel spreadsheets in the payroll process
- Developmental Supports – Treatment plans including client signatures and employee generated reports
- Public Health – Departmental procedures requiring the director’s signature
- Records and Taxation – Certified public documents
- Emergency Management – Timecards in grant-funded projects
- Human Resources – Letters and documents within the Family and Medical Leave Act (FMLA) process

Every department where the solution was implemented has been very pleased with how easy it is to use, with some immediately finding additional processes where it could be employed effectively. The County now looks forward to expanding usage into additional departments and processes.

County officials are far from finished with this project as they plan for the DocuSign Signature Appliance to play an even more central role in the future as they gain streamlining and savings across-the-board. The Signature Appliance is ideal for their Planning and Legal processes and for the Board of County Commissioners, as they all have several documents that have to be sent back and forth during the approval process. They also intend to add electronic signatures to their more business-oriented processes in certain departments, as well as to their web-based forms.



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-County Technology Architect



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