

Housing Authority Embraces the Latest Technologies with DocuSign Signature Appliance

Accelerating Processes with DocuSign Signature Appliance integrated with SharePoint, K2 and OpenText

Background

The Housing Authority for a major U.S. city that provides safe and decent housing for tens of thousands of low income city residents maintained a particularly paper-heavy environment, creating daunting volumes of paper, by issuing thousands of purchase orders each year. These complex documents contained multiple pages, all of which required printing, signing and scanning to support the numerous housing developments across the city.

It took two weeks to process a typical purchase order due to the fact that masses of paperwork had to pass from hand to hand in order to collect signatures before finally reaching the Finance Department. After deciding that it was time to modernize their operations while complying with the city and county initiative to go green, the Housing Authority realized that electronic signatures were an ideal solution to help them establish a paperless environment.

Challenge

The Housing Authority stayed abreast of all the latest technologies in order to provide the best possible service to its clients and therefore had several strict requirements that their electronic signature solution had to meet. First, it needed to integrate seamlessly with their existing SharePoint, Nintex and K2 workflows, as well as with Microsoft's Active Directory system. Second, the solution had to be on-premises and not in the cloud. Third, it was very important for the solution to be user-friendly.



Top Benefits Achieved

- ✓ Seamless integration with document and workflow management systems
- ✓ Many types of documents can be signed electronically
- ✓ Smooth adaptation to existing processes and governance policies
- ✓ Compliance with strict government and legal regulations

Smooth integration with document and workflow management systems for a complete, integrated solution

Solution

Only the DocuSign Signature Appliance was able to meet all the requirements. Most importantly, it allowed the Housing Authority to continue working with the file types, content authoring applications and workflow management systems already in their environment. For example, the Signature Appliance works seamlessly with SharePoint, Nintex, K2 and other documentation and workflow management systems. As an added benefit, DocuSign Digital Signature Appliance use of industry-standard digital certificate and signature technology appealed to the Housing Authority's preference for using well-known standards.

Results

Today, Housing Authority employees use the Signature Appliance to electronically sign a wide variety of file types including Word and PDF for their procurement and human resources processes. They are currently working on a major initiative to use it to sign the Authority's many contracts as well.

As a government agency, the Housing Authority has to be very careful about expenditures, and the savings that the Signature Appliance delivered easily justified the expense. Today, hundreds of employees are already using Signature Appliance signatures on a regular basis. They all quickly adapted to the use of electronic signatures after some initial training, and almost everything is now signed electronically.



We like to partner with the best. The DocuSign team has always been there when we've needed support, while their Signature Appliance is extremely flexible, enabling us to move forward with the latest technologies."

- Housing Authority IT Director



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.

For U.S. inquiries: toll free 866.219.4318 | docusign.com

For EMEA inquiries: phone +44 203 714 4800 | email emea@docusign.com | docusign.co.uk

Copyright © 2003-2016 DocuSign, Inc. All rights reserved. DocuSign, the DocuSign logo, "The Global Standard for Digital Transaction Management", "Close it in the Cloud", SecureFields, Stick-eTabs, PowerForms, "The fastest way to get a signature", The No-Paper logo, Smart Envelopes, SmartNav, "DocuSign It!", "The World Works Better with DocuSign" and ForceFields are trademarks or registered trademarks of DocuSign, Inc. in the United States and/or other countries. All other trademarks and registered trademarks are the property of their respective holders.

Follow Us:

