

DocuSign Keeps Department of Transportation in the Fast Lane

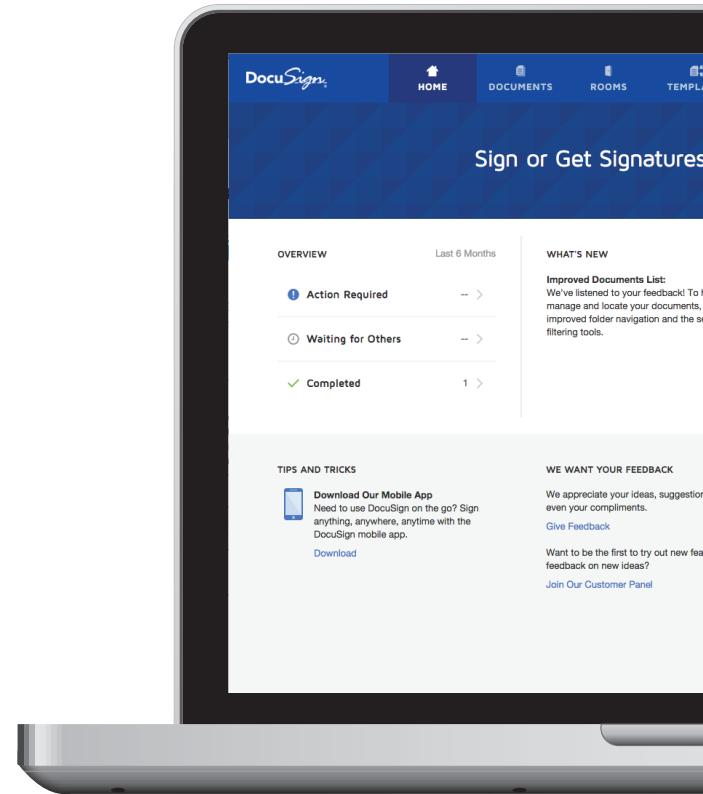
Seamless Integration with SharePoint and Scalability Extend the Speed Limit

Background

The Department of Transportation (DOT) is a cabinet-level agency responsible for the construction and maintenance of roads, bridges and tunnels within the state. With an annual expenditure of more than a billion dollars, the state DOT is responsible for tens of thousands of miles of roadway and thousands of bridges. The Department's employees are in constant interaction with private sector consultants and engineers, public entities and citizens, requiring the careful management of complex projects as well as time-sensitive funding and payment processes.

In the past, DOT employees signed physical paper documents and occasionally made use of simple graphical signatures by inserting images of their signatures into electronic documents. While somewhat convenient, this was not a secure method. Furthermore, engineers were especially burdened because they were required by regulations to physically sign each page of the numerous multi-page plans that were submitted by consultants and partners, some including hundreds of pages.

While e-forms had been in use since 1997, the Department could not agree on a standard, comprehensive electronic signature solution. Since they did not have a document management system or an automated workflow solution in place, their signing processes were disorganized and labor-intensive. The question everyone was asking was: Isn't there an easier, more efficient way to sign that can meet all our needs?



Top Benefits Achieved

- ✓ Seamless integration within the SharePoint environment
- ✓ Electronic signatures made available to external partners via the SharePoint extranet portal
- ✓ Multi-page document signing capabilities significantly accelerates processes
- ✓ Scalability enables easy expansion of the number of signers

Signing of eForms, Microsoft Office and PDF documents using SharePoint as an Intranet and Extranet portal

Challenge

The Department began to evaluate options that could meet the goals of their conversion to electronic signatures. While the solution had to be acceptable to the Department's legal division, it was also vital that the tool be both user-friendly and easy to integrate with the existing, on-premises technical infrastructure.

In addition, it was essential that the solution be integrated with the Department's Active Directory for authentication and could work within a SharePoint environment once that was deployed as the gateway to the Department's extranet and intranet. Another key requirement was the use of industry-standard digital certificate and signature technology, so that the signed documents would be portable enabling anyone within or outside the organization to verify the electronic signatures with any digital signature technology-aware application.

Solution

After evaluating several electronic signature solutions, the DOT selected the DocuSign Signature Appliance, the most trusted on-premises signing solution for regulated industries and markets, as it met all their objectives and specifications. The DocuSign Signature Appliance, formerly CoSign Central, offered many additional benefits including centralized management of all certificates, keys and users, in addition to its scalability that allowed the Department to easily add user licenses as needed.

Results

The DOT first provided 200 internal engineers with the ability to sign with the DocuSign Signature Appliance. Subsequently, the Department added external engineers and consultants and managed everyone's signature workflows through its extranet and intranet SharePoint portal in conjunction with the DocuSign Signature Appliance Connector for SharePoint. In addition, the DocuSign Signature Appliance is being used by the Department's software development team to sign internal memos.

The number of signers is constantly growing with a long term plan to keep doubling the numbers until they reach 3000 licenses. The ultimate goal is to provide all account network holders with signature credentials, exactly as the Department does with e-mail privileges.



We chose the DocuSign Signature Appliance because it integrates easily with our SharePoint environment. Fully acceptable to our legal division, it can be validated by anyone anywhere, it scales easily, and works well over our extranet and intranet enabling employees and external consultants to sign multi-page documents."

- DOT Director of Software Development



The DocuSign Signature Appliance's use at the DOT is already moving beyond the Engineering and IT groups. It has been incorporated into the Department's recently released FTA Grant Management System, a SharePoint-based solution that allows them to serve as an intermediary between public transit providers in the state and the Federal Transit Administration in Washington D.C. The solution enables transit providers to easily submit and sign invoices, grant requests and sign inventory documents.

Although the Department plans to eventually integrate the Signature Appliance into all e-forms, they are currently working on integrating it for use in signing frequently used personnel forms. They chose these Human Resources forms as their first project because that group has the most highly used and workflow-intensive internal forms.

The Department's vision is to eliminate most physical paper documents and the inherent risks that accompany them. They will continue integrating the Signature Appliance into more existing infrastructure in order to become the leader in the use of electronic signature and electronic validation within the state government.



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