

Business contract cycle times reduced from 10 days to 30 minutes with DocuSign

DocuSign helps Jitterbit remain a dominant leader in their sector

Summary

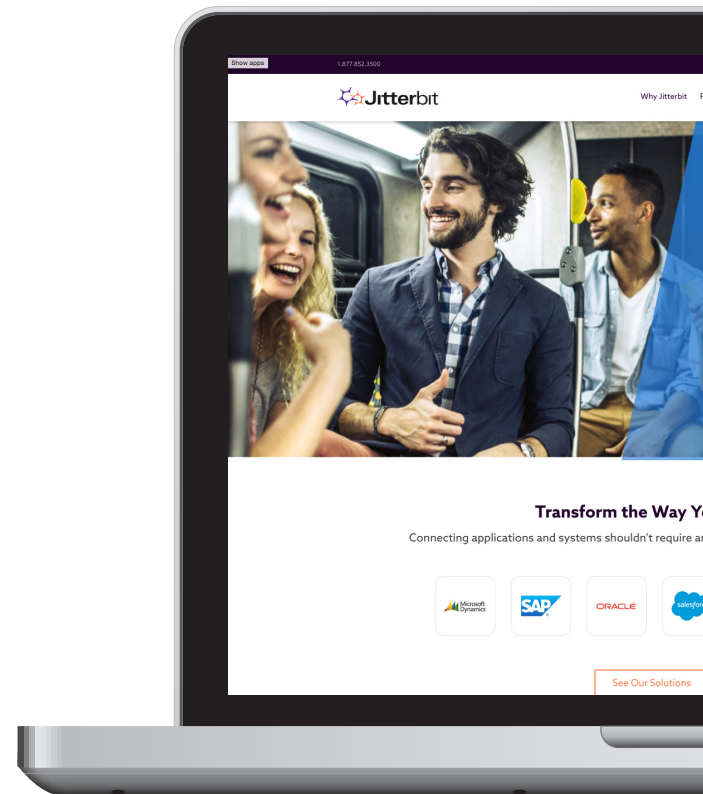
Tech leaders, from DocuSign's Keith Krach to icons like Meg Whitman, agree – in today's tech world, it's not so much the big consuming the small, it's the fast overtaking the slow. Perhaps nobody embraces that concept more than Jitterbit CEO George Gallegos. "In terms of the speed at which we can execute, DocuSign is a game changer," says Gallegos. "DocuSign has made us a faster, more nimble and responsive organization so we can capture competitive advantage."

Jitterbit is recognized as a leader in cloud integration platforms – helping companies migrate to the cloud and connecting their cloud assets to other enterprise assets. The company has seen 80 to 100 percent growth year to year, but they are in no position to rest on their laurels.

Ahead of many in its industry, Jitterbit began making the digital transformation more than 5 years ago. Unlike many companies that faced a long search for the right partner to help them go fully digital – Jitterbit was certain who they wanted from the very beginning. "From the get go we knew it had to be DocuSign. We didn't look anywhere else. DocuSign has a great brand name, great relationships and it just made sense," confides Gallegos.

Challenge

Like so many young companies with an upward trajectory, Jitterbit needed to not only stay ahead of the competition, but to lead the way in a clear and dominant fashion. They also needed to successfully manage and scale their own growth.



Top Benefits Achieved

- ✓ Documents can be signed and completed in 30 minutes or less
- ✓ Speed and digital transformation are keeping the company in the forefront as a dominant leader
- ✓ Workflows are streamlined throughout the entire company

Jitterbit needed a digital solution that could accommodate all their needs – from HR and new employee paperwork, to contracts, sales orders and partnership agreements. Speed was a critical factor, but so was visibility – the ability to track the contract and monitor progress.

The company also wanted to eliminate manual workflows that often took several days to complete, and were susceptible to errors.

“We were looking to automate everything we could to make Jitterbit a very responsive and agile company,” says Gallegos.

Solution

Jitterbit went “all in”, leveraging DocuSign to automate its business and go 100% digital. A key component was the ability for a sales person to get a deal, sign the contract and close the opportunity quickly, easily and securely.

Since speed and accuracy were foremost challenges, DocuSign was able to provide a mobile solution that revolutionized Jitterbit’s workflows. “Our sales organization expects very fast turn around. They’d get the order in, the deal was ready to go, and they’d be waiting on my signature. Now, I can complete the transaction within seconds with DocuSign and be on my way,” says Gallegos.

DocuSign was already integrated with several of Jitterbit’s key business partners, so the transition and integration between different companies and technologies was seamless. Additionally, DocuSign brings enterprising new solutions that will advance Jitterbit as it grows and scales for the future.

Results

Speed is critical to Jitterbit. With DocuSign, the contract process went from several days to 30 minutes or less, and with increased visibility so that Jitterbit can monitor the process and know where the contract is within its own organization, or, within the business partner’s system. Errors most often associated with the manual process of moving paper have also been eliminated.

While Jitterbit has not quantified its savings into hard numbers, Gallegos says, “If you take it from a couple of days of manipulating and chasing paper contracts down to 30 minutes, you can do the math. It’s pretty significant.”

Customer satisfaction has also been evident. Business partners who already embrace DocuSign love being able to collaborate seamlessly, while partners who have not yet transitioned to digital workflows are eager to integrate DocuSign into their business model.



Jitterbit is a digital business and we pride ourselves on being faster, more nimble and easier to do business with than the competition. In terms of the speed at which we can execute, DocuSign is a game changer.”

- George Gallegos, CEO



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.

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