

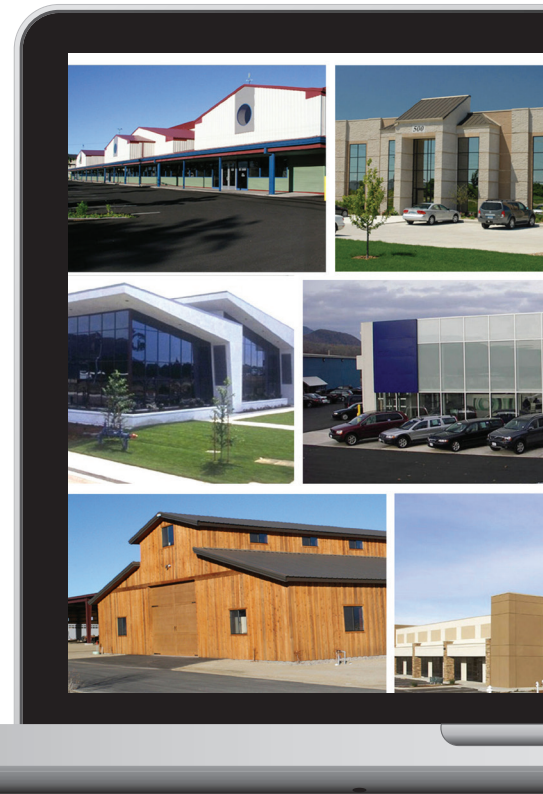
# Electronic Signatures Enable Greater Collaboration and Customer Service

The DocuSign Signature Appliance delivers a big efficiency boost that expedites projects and saves money

## Background

While the Director of Engineering of a leading North American Manufacturer typically spends his time focusing on buildings more so than bridges, he'll never pass up the opportunity to build a bridge between his engineering team and a technology that can improve their processes and output. So as soon as he learned that P.E. (Professional Engineering) Boards in more than 30 U.S. states had begun accepting electronic signatures, he set out to close the gap between his engineers and electronic signatures in such a way that no roadblock or detour could stand in their way.

This leading North American manufacturer of metal building systems believes in employing cutting-edge technology and in providing world-class customer service. The company sensed that it was the ideal time to explore electronic signatures as a business automation tool and quickly discovered areas where such a solution could optimize their engineering processes while potentially generating heightened levels of customer satisfaction. What they didn't imagine were all of the added benefits they would also enjoy, like improved collaboration and significantly reduced organizational costs.



## Top Benefits Achieved

- ✓ Quick turnaround on architectural drawings and building plans
- ✓ Compliance with federal, state and institutional regulations
- ✓ Electronic signing of 200 paper documents every day
- ✓ Elimination of mail costs of \$1000 per engineer per year

# Electronic signing on building plans

## Challenge

Behind the manufacturing company's dedication to employing advanced technologies is its goal of making it easier for engineers to be more efficient, and of finding ways for them to work faster and smarter rather than harder and longer. This was part of the thinking behind the development of the company's secured web portal which enabled engineers and contractors to share drawings and other documentation online.

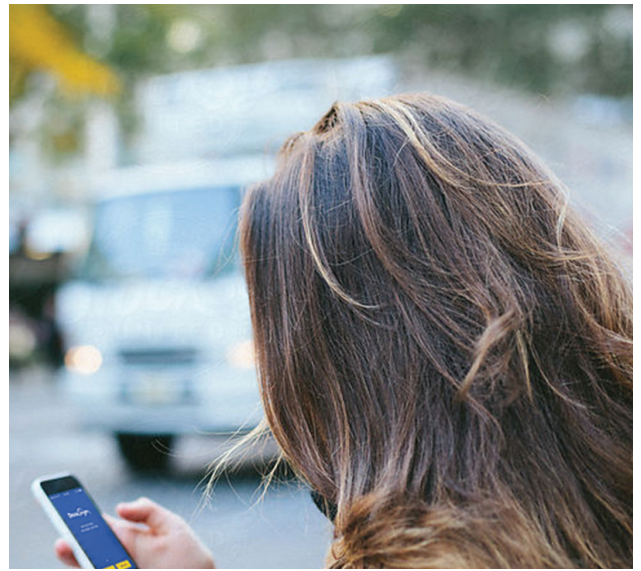
However, the inability to securely add professional seals and engineer signatures to these documents was a serious limitation, leading to cumbersome and time-consuming processes that engineers were forced to perform solely for the sake of approving documents. With this in mind, the company pinpointed various engineering processes that could be improved with electronic signature capability.

For example, with engineers located in multiple offices around the U.S., drawings were consistently being printed at the home office, then routed to other offices for sealing and signing, before finally being mailed to the customer, incurring considerable printing, routing and handling costs, as well as time delays for each submission cycle. Additional demands included customer pressure to expedite projects by providing sealed and signed drawings more quickly, as well as requests by architects and city code officials for duplicates of drawings that had already been submitted. These urgent requests increased costs by an additional \$100 for each overnight shipment.

All these inefficiencies would be overcome if the company could provide each of its engineers with the ability to securely sign and seal drawings from any location, and then load those electronic documents onto the secure online portal.

## Solution

Enter the DocuSign Signature Appliance, formerly known as CoSign Central, the most trusted on-premises signing solution for regulated industries and markets, with key features valued by the Engineering and Construction industries. One of its most appealing aspects is that it allows processes to comply with federal, state, and industrial regulations pertaining to electronic signatures and the integrity and authenticity of electronic records. In addition, the signatures are automatically invalidated if and when any changes are made to the drawings or documents after signing, and any third party can verify that fact, regardless of the systems or business applications they use, thanks to the DocuSign Signature Appliance's use of industry-standard digital certificate and signature technology.



The ability to sign, seal, and submit our drawings electronically frees our engineers from wasting valuable time signing upwards of 200 paper documents per day. Aside from significantly boosting efficiency, our customers and partners have never been happier receiving documents so quickly."

- Director of Engineering



The DocuSign Signature Appliance also allows engineers to continue using the same applications they were already using by integrating seamlessly with the business applications they use most, including AutoCAD, Adobe PDF, and Microsoft Word. This compatibility enables engineers to create their drawings in AutoCAD as they had done previously, apply the seals when the drawings are printed to PDF, and then apply their secure electronic signatures. Furthermore, using the flexible DocuSign Signature Appliance solution, the company was able to develop a process where engineers could view several drawings and then electronically sign all drawings at once. The signed PDFs are then shared with external parties in seconds via the Internet using email or the company's website.

In addition to equipping the engineering team with electronic signing capability, the company also integrated DocuSign Digital Signature Appliance within their web portal. This enabled engineers to post secure and sealed PDFs that customers and partners could then log in to retrieve, regardless of the engineer's physical location. Engineers can sign from their desk, or if they are traveling to a job site, they can even sign from a hotel over the internet.

The ability for third parties, including contractors, to access the documents they need on demand also generated highly improved customer service, while eliminating the need to spend large sums of money on overnight shipping.

## Results

By implementing the DocuSign Signature Appliance, the company's engineering staff was able to meet the challenges of streamlining inter-office collaboration all the way to approval cycles and submissions. Electronic signatures also enabled the engineers to get sealed drawings to customers sooner and put the time they had previously spent on signing paper documents to more productive use.

The DocuSign Signature Appliance has been so well received that engineers are investigating how to use it to sign additional documents other than drawings, including contract-related documentation and schedules. Organizationally, the company has more to celebrate than expedited project times and improved customer satisfaction; within the first year of implementing the DocuSign Signature Appliance, they saved \$1000 per engineer in eliminated mailing costs alone.



### 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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