

The State of Georgia Transforms Parole and Probation System to be 100% Digital with DocuSign.

DocuSign Empowers Probation and Parole Officers to be Mobile in the field.

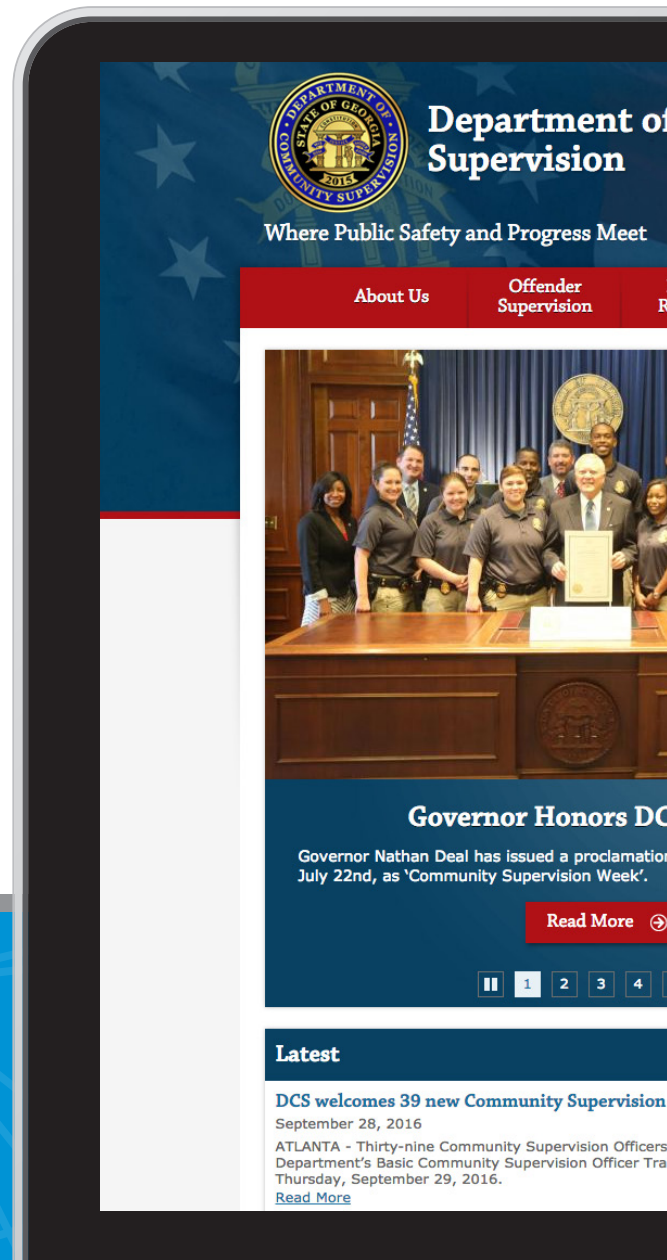
Summary

When you think of a large government agency, it would be stereotypical to think of it as slow, cumbersome bastion of endless paper and antiquated processes. But there are agencies that have turned that paradigm on its head. One in particular is leading the way in digitization, turning its old workflow and traditional way of doing things upside down and instituting change that is forward thinking and right-side-up. That agency can be found in the deep south – in the State of Georgia.

Keith Perry is the Chief Information Officer for the Georgia Department of Community Supervision. They help track and integrate felons who are released from prison and are returning back into society. It's in everyone's interest to make sure these citizens have the best chance possible of successfully re-integrating. To accomplish that goal, the department had to become a disruptor and change the entire system, top to bottom.

Highlights

- ✓ Digital transformation of the parole and probation departments
- ✓ Increased the speed at which arrest and search warrants are issued
- ✓ Made it possible for probation officers to be mobile and in the field
- ✓ State officials say DocuSign helped make Georgia a safer state



State of Georgia a 'Safer Place' with Speed and Security of DocuSign.

"The old way was to have offenders come to an office and meet their probation or parole officer, but now, we go out to them. So, now our officers are mobile. They're in their car. They're visiting citizens in their residences, in their homes, and taking a view of what's actually going on, what environment they are in, what home life and the work life consists of, and from that, we get better data on how we can help them," says Perry. "Our mission is just to make returning to society successful. And it's about public safety. So the more successful our returning citizens are, the safer our citizens are," says Perry.

Challenge

Digitization and a mobile solution were critical in overhauling the system, but this presented several challenges. Officers are now mobile and in the field. "We had to totally revamp our information technology department, and totally revamp the way we support our agencies. Paper processes wouldn't work anymore, and believe me, there's a lot of paper processes. So we ended up using DocuSign to convert to a digital process, which flows a lot better," says Perry.

Speed is also critical. There are times when an arrest or search warrant needs to be signed and sent to officers in the field immediately. In the past, this process could take days, meaning suspects often got away, or had the time to move or destroy evidence. "What you need is speed, efficiency, and accurate capturing of those signatures, and getting them quickly to officers in the field," notes Perry.

And of course, making sure digital documents are secure goes without saying. "We're a law enforcement agency, and our number one goal is public safety. So you can imagine, when you're dealing with criminal justice information, security is paramount. And that's one of the things that we love about DocuSign – security is paramount with DocuSign. So it's nice working with a partner that agrees with you, and takes security as seriously in their business processes as you do," remarks Perry.



Going digital with DocuSign is a total revamping of how we do business, not only with the citizens, but within our agency, our personnel and our organization."

Keith Perry, Deputy CIO at the Georgia Department of Community Supervision

Solution

As Georgia initiated change it meant reorganizing and rethinking everything. Going mobile and digital was the cornerstone of the initiative, but Perry says, finding the right partner was key, "It's very important to have someone like DocuSign because when you're pushing the envelope it's important is to have a partner who knows what to look for, who's been there and done

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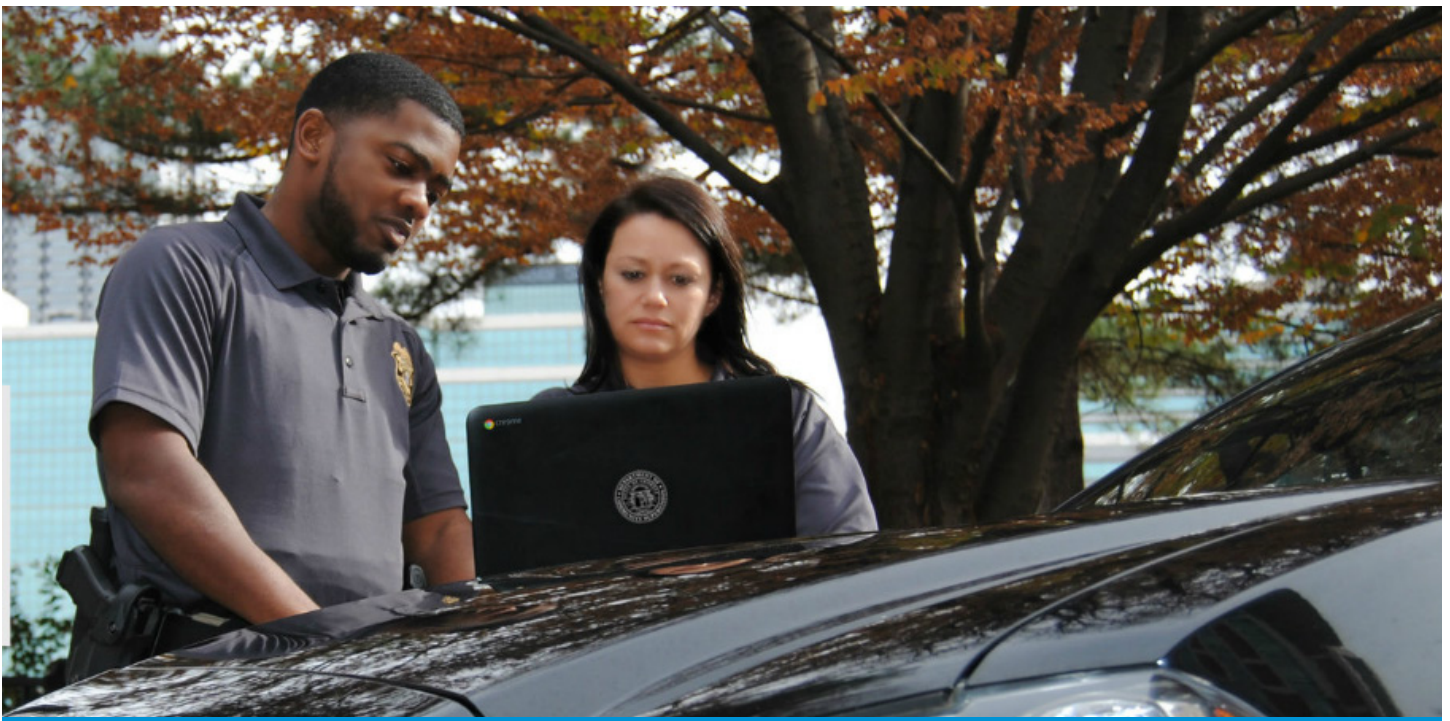
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that, and who's willing to take a leap of faith with you and try new things. And that's why DocuSign is so important, having people who not only know what they're doing and know how to best utilize their tool, but are willing to expand and take on different use cases maybe they haven't seen yet. So it's very important to have a partner like DocuSign when you're doing something like this on the cutting edge."

The department's transformation involved a lot of digital solutions, and making sure they integrated seamlessly was important. "What really sold us on DocuSign was integration," says Perry. "We have customized enterprise Web apps that we've developed and that the whole agency uses and that are used throughout the state of Georgia."

The DocuSign solution had to integrate across a broad spectrum of agencies and departments. "We actually created a Georgia re-entry portal that not only the Georgia Department of Community Supervision uses, but other law enforcement, health and research agencies across the state of Georgia now use it. We didn't want to make double work for the people who use the applications. We needed a tool that was efficient, effective and accurate, and that allowed us to integrate seamlessly with our application," explains Perry.

DocuSign was the perfect fit. "The biggest thing I love about DocuSign is that we can integrate and make it a seamless transaction between our application, getting the signature with DocuSign, and getting back to our application and storing it where our users can access it quickly and efficiently," Perry adds.

Results

The results couldn't be more dramatic. One could measure the rate of success in terms of dollars, man-hours, and storage space, but Perry has a different barometer of success, "Our mission is public safety. DocuSign helps us facilitate that mission because it allows us to get out of the office. It allows us to go where we're needed and not where we once had to be because of paper-laden processes. Without DocuSign, I don't know if we would be able to facilitate that mission. So DocuSign is helping us make Georgia a safer place."

"I'd just like to say that being with DocuSign and the efficiency and the speed that it gives us, and the ability to obtain those signatures that we need, it just keeps our citizens safer. The quicker we can get documents to the people who need to sign them, and the quicker we can get those things back, it's a public-safety issue for us."

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