

Santa Clara County Reduces Waste, Operates More Efficiently and Saves Taxpayer Money with DocuSign.

DocuSign digital solutions meets strict governmental legal standards.

Summary

Santa Clara County – home to Super Bowl 50 – is located smack-dab in the heart of Silicon Valley – considered by many to be the epicenter of the tech world, and where some of the brightest minds design, build and share new innovations to change the world.

It might seem counterintuitive to think that a governmental agency would lead the way in embracing digital technologies and solutions, but the 6th largest county in the state of California is doing just that.

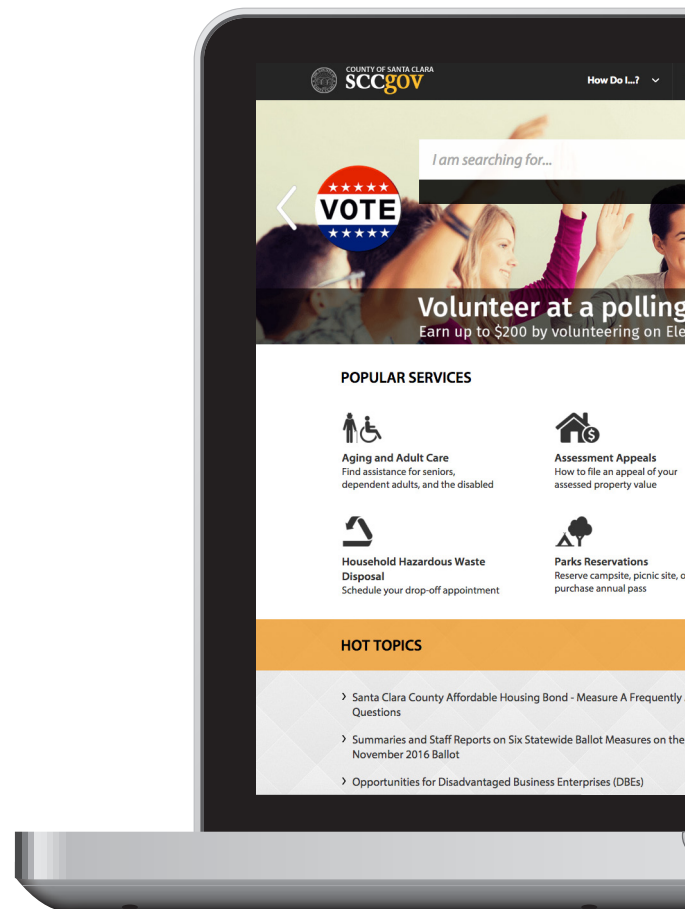
County leaders want to empower the 18,000 county employees with new technology and resources so that they can better achieve the overarching goal of providing for the health, well-being and success of their 1.8 million constituents.

Challenge

The county recently conducted a review of its current procedure involving manually-processed paper documents. Santa Clara County processes about 100 million paper documents per year. That's 17,000 miles of paper or roughly 12 trees per day.

Besides the environmental impact and the difficulty managing that much paper, the county processes \$2.3 billion in contracts annually. The process is laborious, time consuming and inefficient. In many cases, documents must be processed through multiple departments, and – in paper form – took up to five weeks to complete. Often, constituents, contractors and business owners had to take time out of their busy lives to complete paper forms in person at the county offices – a process that wasn't very constituent friendly.

In addition to serving outside constituents and contractors, the county must also manage its 18,000 employees, as well. This encompasses massive volumes of paperwork for the Human



Resources department, as well as the IT department which handles such things as access to certain accounts and e-mail. The county estimates it signs four to five documents per employee each year.

The county wanted a solution that would reduce the amount of paper it processes, improve efficiency, and make best use of taxpayer dollars.

County employees, vendors and non-profits save time and money thanks to DocuSign.

“County leaders have mandated operational excellence, optimum customer service, embracing innovation, and cost reduction of services,” says Chief Procurement Officer, Jenti Vandertuig.

Solution

County leaders began the process of implementing cloud and digital solutions for integrated collaborative commerce, including digital signatures through DocuSign, with the goal of scaling the process county-wide.

The county also wanted a “phased in” approach in hopes of achieving optimal buy-in, and wanted a solution that gave vendors, employees and constituents a convenient, easy to use tool that they would embrace, rather than having them feel like a new system was being forced upon them.

As county leaders considered a digital solution, it had to meet strict legal standards, efficiency expectations and cost savings. After researching several options, the county decided DocuSign offered the best security and bandwidth with a successful track record as the global standard for eSignature and Digital Transaction Management (DTM).

Results

One of the chief benefits Santa Clara County has experienced since the DocuSign roll-out has been significant time and cost savings. Paper vendor forms that had to be hand delivered and manually processed multiple times through multiple departments, can now be processed digitally with DocuSign in as little as five hours versus the previous five weeks. “A simple integration with DocuSign is making this possible now,” adds Vandertuig.

While the county is not yet ready to quantify the savings in tangible dollar amounts, Vandertuig says the ROI is tremendous.



DocuSign will positively impact the lives of every employee, vendor and constituent in the county.”

**Jenti Vandertuig,
Chief Procurement Officer,
Santa Clara County**



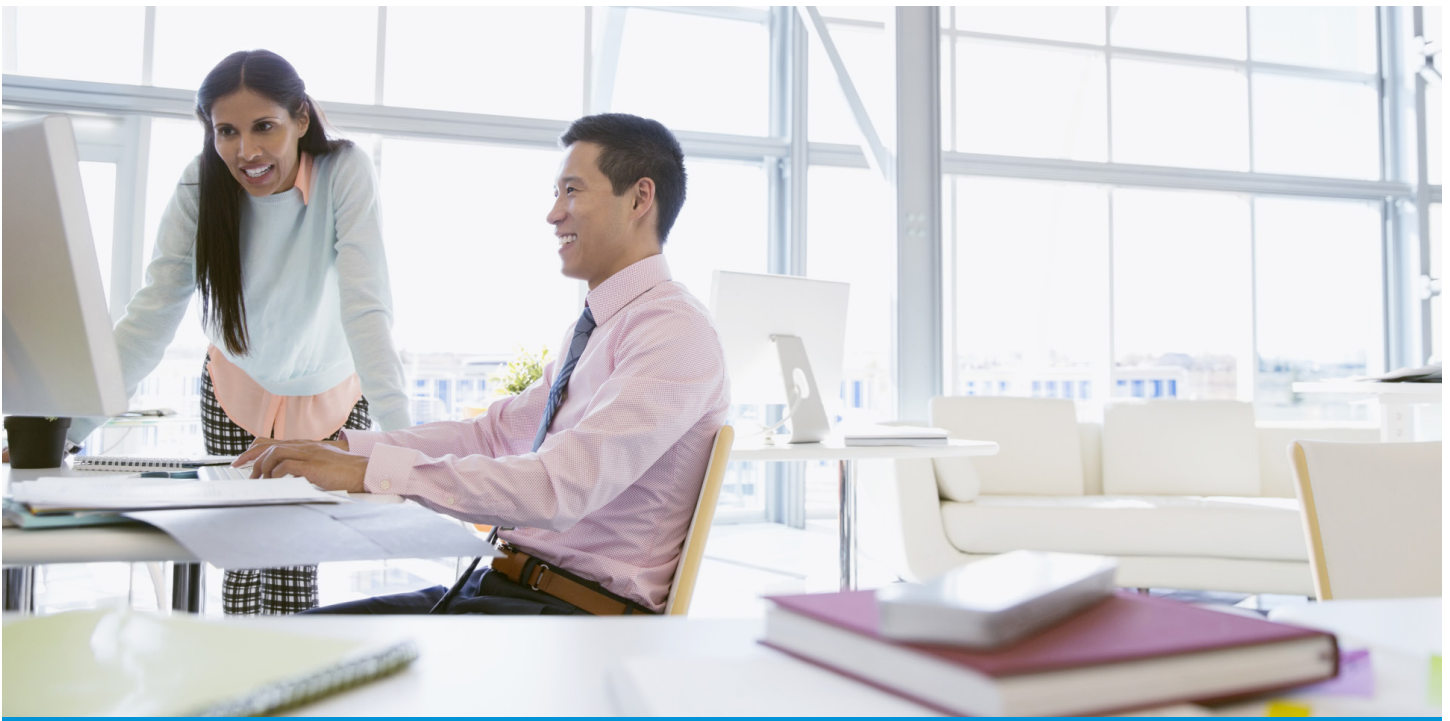
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"If we don't embrace new technologies and reduce the cost of paper as well as time, we waste taxpayer dollars," she says. And she adds, "We are a service provider. We must provide optimum service to the people of Santa Clara County and its employees. We owe that to them."

The county also works with a large number of non-profits, accounting for millions of dollars in contracts, and a digital solution was critical for these groups to operate more efficiently so that they could focus their resources on doing good in the community instead of chasing paperwork. "When we told them we were implementing a digital solution through DocuSign, they were so excited. They wanted us

to deploy DocuSign immediately – which we did in multiple departments," describes Vandertuig.

The county is excited to be one of the first governmental agencies in the nation to utilize a digital signature process with DocuSign, especially since Santa Clara County is in the heart of the tech capital of the world.

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