

Case Study

San Antonio Housing Authority

How the San Antonio Housing Authority
uses DocuSign to drive community impact

San Antonio Housing Authority

How the San Antonio Housing Authority uses DocuSign to drive community impact

The City of San Antonio is one of the fastest growing cities in the U.S. Over 1.5 million residents currently call the city home, and that number is expected to nearly double by 2040.

To mitigate affordability challenges caused by this population boom, the city offers housing assistance to low-income residents via the San Antonio Housing Authority (SAHA). Since 1937, SAHA has aimed to strengthen the city's communities through quality, affordable housing.

SAHA, which serves a population of 65,000 residents across thousands of properties, had long relied on a number of disparate systems for signing and tracking agreements, and Director of IT Jo Ana Alvarado knew the process was due for an upgrade. She sought an agreement process that would integrate with Google's G Suite to digitize and streamline SAHA's agreement processes – and found DocuSign Agreement Cloud.

Leaving paper behind

Alvarado started by implementing DocuSign eSignature as part of the DocuSign Agreement Cloud to streamline procurement, which is a critical vehicle for SAHA to document and track business partnerships and ongoing opportunities.

“The procurement process is heavy on approvals, and routing would take days to process with literally hundreds of pages per document,” Alvarado said. “Our procurement coordinator would use a rolling cart to roll all that paper up and down the halls every day for every signature.”

The paper-based process would often cause delays if, for example, someone was away from their desk and couldn't sign the document in a timely manner – ultimately delaying affordable housing programs and projects.

Results

**Before
DocuSign**

3 weeks

average time
to complete
procurement
requests

**After
DocuSign**

2 days

average time
to complete
procurement
requests

“We're working to change the thinking and demonstrate how this technology makes all our jobs better. And by improving business processes we can provide better customer service to the people we serve.”

Jo Ana Alvarado
Director of IT

Technology to meet SAHA's unique needs

When Alvarado and the IT team began the DocuSign eSignature rollout, a strategic digital transformation project at SAHA was already underway. It began with the implementation of Google G-Suite across the agency.

“We needed our agreement workflow to begin and end with Google,” said Alvarado. “It is an integral piece of our strategy that we weren’t willing to compromise.”

DocuSign eSignature integrated seamlessly with the suite of Google products SAHA used for email and document creation, which was a critical requirement of SAHA's digital strategy. The Google integration allowed for a more seamless process with simple file sharing and better collaboration tools.

By digitizing the document approval process, employees can now sign off on any device in any location, which has helped eliminate signature delays, and administrative staff now have real-time visibility into the status of each document. Since implementing DocuSign eSignature, the time to complete procurement requests is down from three weeks to only two days, giving employees more time to focus on strategic work.

Transforming business and community operations

Organizational efficiency doesn't just impact SAHA – it also helps the people who depend on its services. With fewer manual processes, SAHA employees have more time to focus on serving the community.

“We're working to change the thinking and demonstrate how this technology makes all our jobs better,” Alvarado said. “And by improving business processes we can provide better customer service to the people we serve.”

While DocuSign helped SAHA streamline its agreement process internally, the work isn't done. SAHA is planning to extend the DocuSign Agreement Cloud to external processes, like rental agreements. Embracing digital transformation is no easy feat, but Alvarado has seen the benefit to SAHA and the San Antonio community, and that's enough to keep moving the mission forward.

sales@docusign.com

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 475,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

DocuSign, Inc.
221 Main Street, Suite 1000
San Francisco, CA 94105
www.docusign.com

Copyright © 2003-2019 DocuSign, Inc. All rights reserved. DocuSign, the DocuSign logo, "The Global Standard for Digital Transaction Management", "Close it in the Cloud", SecureFields, Stick-eTabs, PowerForms, "The fastest way to get a signature", The No-Paper logo, Smart Envelopes, SmartNav, "DocuSign It!", "The World Works Better with DocuSign" and ForceFields are trademarks or registered trademarks of DocuSign, Inc. in the United States and/or other countries. All other trademarks and registered trademarks are the property of their respective holders.