

Unifying all business units and departments onto one platform.

Decision Resources Group (DRG) is a global information and technology services company that provides high value industry analysis and insights to healthcare providers.

Bringing 10 newly acquired companies onto the same platform.

Expand contract visibility to accelerate sales productivity.

Having just acquired 10 other companies that were brought together to provide more complete solutions to their customers. DRG needed a way to bring these new business units onto the same platform in order to expand contract visibility to all departments and accelerate their sales process.

DRG was using Microsoft® Dynamics which had become a big drag on sales efficiency because their team had no visibility into critical data across the new business units and the quoting process was very time consuming. Even simple reports required IT's support with a 3-week turnaround time!

No visibility into the sales process, slowing down efficiency.

Legal needed access to contracts, without needing a Salesforce® license.

Initially, DRG identified Salesforce as a crucial platform for uniting their newly acquired businesses and to replace Dynamics. They identified the Salesforce Sales Cloud® to drive sales efficiency, plus other native Salesforce applications like Pardot for automated marketing, Salesforce CPQ and DocuSign for eSignature.

However, after reviewing Salesforce, the legal department realized the platform still did not address contract reviews. Also, Legal could not access contracts in Salesforce without a license. DRG decided they could not implement Salesforce CPQ without a contract management component.

Specifically, they were looking for a tool that could manage contract negotiations and redlines. Legal needed to be able to access contracts – including third-party contracts – and without needing a Salesforce license, which executives viewed as critical to their business. DRG's legal team needed version control and full visibility into the contract's history in order to manage past and current terms, something other solutions did not offer.

Overview

Hospital & Health Care IT

Industry

1,000–5,000

Company size

Burlington, MA

HQ location

1990

Founded

Contract Management

Use case

A contract management tool that integrates flawlessly with existing applications.

A streamlined quote-to-cash process all within the Salesforce environment.

DRG chose DocuSign CLM for its seamless integration with the Salesforce platform. With an automated contract solution, their selling process could seamlessly move from quote - to contract - to signature, ALL within the Salesforce environment, filling a major void in their quote-to-cash chain.

After viewing a DocuSign CLM demo, DRG was impressed, having felt as if they had never left the Salesforce platform. On top of that, DocuSign CLM now provides a central repository empowering Legal to access contracts, as well as third-party contracts, building a bridge to other departments that may not currently have a Salesforce license.

A unified business process that relieves friction between Sales and Legal.

DocuSign CLM was quick to implement, so DRG could deliver more contracts faster.

DocuSign CLM was the missing link that unified all of DRG's business units and departments onto one platform.

Legal can now quickly search through each contract's history and confirm they always have all the information around their contracts.

DRG found that DocuSign CLM was easy to implement, allowing them to standardize their contract process within three months, even as they implemented Salesforce Sales Cloud, Salesforce CPQ, Pardot and DocuSign at the same time.

With DocuSign CLM, DRG accelerated their sales process, eliminated friction between departments and are serving customers faster, delivering up to 400 contracts every month.

Accelerating sales process

Delivering up to

400

contracts every month

About DocuSign

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 500,000 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 1550
San Francisco, CA 94105

docusign.com

For more information

sales@docusign.com
+1-877-720-2040