

Federal Government agencies accelerate internal processes with DocuSign

Going digital streamlines routine procedures, increases efficiency, and improves compliance, creating more time to focus on the core agency mission.



Summary

Much like in the private sector, federal government agencies must manage human resources, procurement, and other daily processes inside the organization, while still delivering the primary services of the agency. At the same time, some of the largest government departments employ significantly more staff than most private corporations, in many cases close to 100,000 employees or more. During peak procurement season, many agencies will issue thousands

of contracts to be signed and tracked. These paper-based processes slow down an agency's ability to deliver on its main mission of providing vital services to customers.

Challenges

The broad scale of the federal government means each policy, form or procedure gets multiplied hundreds and even thousands of times over the course of several months to process new

Results Achieved

- ✓ Reduce contract turnaround times from 14 days to 5 days
- ✓ 85% of successful transactions are complete in one day
- ✓ Execute new hire paperwork in advance to start work sooner



employees, purchase supplies and services, and ensure compliance with internal policies. Employee start dates are often delayed days or even weeks while managing paper forms and documenting policy acknowledgements. Complex federal procurement processes often rely on paper documents to be mailed to multiple vendors and consultants, creating numerous opportunities for contracts to get lost in the mail, routed to the wrong person or buried in an inbox, resulting in unnecessary delays. Such inefficient, manual processes can slow down projects, consume employee resources with mounting backlogs of paperwork, and limit visibility for compliance and auditing purposes.

Solution

DocuSign for Federal Government allows agencies to convert paper-based processes to digital, offering employees and vendors a more efficient and satisfying experience. DocuSign's intuitive user interface helps managers prepare, send, and execute documents online, replicating existing work flows and approval requirements. Going digital offers increased flexibility to customize forms with agency-specific branding, while at the same time reducing errors and eliminating missing information by simply adding required fields. DocuSign also allows agencies to maintain control and confidentiality over individual document access and permissions.

Making the transition to digital brings documents into a single place that is accessible by approved stakeholders 24/7 from anywhere, for increased visibility into the process and real-time status. DocuSign audit logs help ensure compliance with the ability to track history and report on all activities related to a document. Going digital also creates significant opportunities to save the costs associated with couriers, printing, faxing, scanning, and paper storage.

Human Resources

Implementing digital transaction management in human resources can have an immediate impact for thousands of employees in federal government. New employees can sign new hire paperwork such as offer letters, agency policy acknowledgements, I-9 verification, and benefits forms online, all in advance of the first day at work, eliminating the delays in starting a new job. HR managers can distribute and approve routine forms such as vacation requests, policy documents, and performance plans electronically with a faster, more efficient online process that integrates directly into HR systems for compliance documentation. Agencies can also improve security by using DocuSign to register and check-in visitors to office locations. Streamlining HR processes helps onboard new employees faster and creates a more enjoyable work environment to attract younger talent.

Procurement

DocuSign for Federal Government can help agencies manage complex procurement processes and improve the experience for both vendors and employees. With paper-based methods it can be hard to track where things are in the process, especially during peak procurement season when agencies have thousands of contracts out for signature. With DocuSign, procurement managers can see exactly where each document is and who has yet to sign. Going digital accelerates the contract process, often as much as 90 percent faster, and with increased accuracy. Using DocuSign's templates, the agency can define routing and approval workflows to ensure compliance with federal procurement policies, signing authority levels, and document retention. Complete audit logs capture date, time, and authentication method used for the signature, making it easy for you to verify signatures and agreements as necessary. DocuSign for Federal Government also integrates with major procurement systems and purchasing software to fit within existing workflows.

Results

DocuSign has delivered measurable results for many government agencies nationwide. In South Carolina, the Department of Mental Health serves adults, children and their families affected by serious mental illness and emotional disorders. The department leveraged DocuSign as part of a broader shift to electronic medical records and was able to eliminate the printing and signing of nearly 10,000 documents per day. The department achieved savings of \$4 million in the first year of implementation.

In California, Santa Clara County manages over 18,000 forms that must be signed by multiple approvers. Using DocuSign, the county has reduced the contract time down to between five days to five hours. And the City of Palo Alto has seen contract turnaround time shrink from 14 days down to less than five days with DocuSign. By completing contracts sooner, departments can start projects sooner, creating a ripple effect of efficiencies. The city is also using DocuSign for purchasing equipment and supplies, creating greater

accountability and auditability for their procurement process.

In Nevada, the department of transportation requires approximately 300 pages of documents and 60 signatures to award and execute a highway contract. As the paperwork traveled between the agency and various contractors, documents often were lost or delayed. After converting to a paperless process with DocuSign, the contract process time was reduced from 50 days to less than 5, making it possible to start projects to repair critical roads much faster.

DocuSign for Federal Government allows agencies to accelerate internal processes such as human resources and procurement with an intuitive, easy-to-use interface and a secure environment to satisfy government requirements. DocuSign is proven effective at a global scale for the largest organizations, including T-Mobile where DocuSign delivered \$200 million of annual value by eliminating more than 600 million pieces of paper. Imagine what DocuSign can do for Federal government.

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