

# Federal Government agencies reinvent customer service with DocuSign

Improve and simplify the customer experience by converting paper-based processes to automated digital workflows.



## Summary

United States citizens depend on the federal government for a diverse set of services and support, ranging from routine applications for passports or land use, to financial assistance for housing, education, and small businesses, to critical medical coverage and support in the event of a natural disaster. In response to ever-increasing demand, federal agencies continuously struggle to provide higher quality service to customers within current budget constraints.

## Challenges

Delivering vital services the largest customer bases, such as 40,000 lease applications for onshore oil drilling or 20 million passport applications per year, is inherently cumbersome and inefficient when relying on paper-based applications and

processes. Requiring citizens and businesses to submit requests through the mail and wait while documents are routed to different approvers can result in weeks or even months of delay in receiving necessary services. In many cases, customers do not read the instructions or complete the form accurately, leading to further delays as the correct or missing information is tracked down and forms are sent back and forth. Many government services require verification of identity and additional data such as tax forms that may be submitted separately and must be reconciled with the initial application. Such complex, manual, and labor-intensive processes create mountains of documents that must be stored for regulatory compliance and also severely limit customers' ability to check status on an application for service.

## Results Achieved

- ✓ 80% reduction in approval time for funding requests
- ✓ Reduced student reassignment form turnaround from four months to 10 days
- ✓ 99% reduction in contract process
- ✓ 95% reduction in court report routing process

## Solution

DocuSign for Federal Government helps agencies develop more efficient application processes so agencies can deliver on their mission faster and help more customers. An end-to-end digital process means documents can be automatically routed to all required approvers, so agencies can respond to customers faster.

### Reduce the backlog

By converting paper-based forms to digital, documents and customer data can be integrated with existing back-end systems, removing the need to re-key or scan data, reducing errors and freeing up staff to focus on higher value tasks. With more than 300 out-of-the box integrations, DocuSign has the most extensive solutions for working with existing systems such as Salesforce, Microsoft, Box, Google, Oracle, and SAP. DocuSign provides complete visibility into the status of applications, so agencies can respond to constituent inquiries faster with real-time information and track all the activity associated with a document.

### Delight customers

With DocuSign for Federal Government, agencies can offer citizens and businesses a simple and easily navigable interface that includes agency branding to complete a required application for services. A guided signing experience ensures forms are completely accurately the first time. Customers are unable to finish the process without completing all required fields, eliminating the chance for missing or incomplete information. DocuSign also allows agencies to maintain control and confidentiality over individual's document access, with robust authentication methods, world-class data encryption practices and the most stringent US, EU and global security standards.

## Results

DocuSign for Federal Government is already helping state and regional agencies deliver faster and more efficient services to constituents through the nation. The Tri-Counties Regional Center in central California provides supports and services for over 270,000 individuals with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura counties. The center was able to transition their 63-page long paper intake process to digital with DocuSign while replicating the same

work flows, resulting in a huge impact on the citizens in need of service. In one instance, an elderly person with cerebral palsy was able to sign his name for the first time in his life using DocuSign. By accelerating their on-boarding process, the center is able to deliver services faster.

A state Child Welfare Department in the Midwest streamlined contract management for over 70 programs supporting children and welfare recipients using DocuSign. By going digital, the department was able to reduce their three-week, multi-signature contract process by 99 percent, down to less than one hour. With DocuSign they have also improved compliance by ensuring contracts are signed before they are set to begin, and have seen a 100 percent reduction in document errors.

The Contra Costa County Employment and Human Services serves 1.1 million citizens in northern California with resources that support, protect and empower individuals and families to achieve self-sufficiency. By replacing paper-based court documents approvals with DocuSign the county was able to streamline the management of court reports for children and family services and reduce the three-day routing process down to two hours. The reduction in notary and messenger costs delivered a rapid return on investment for the DocuSign implementation in just three months.

In North Carolina, the Johnston County School district streamlined and digitized business processes with DocuSign to save time, reduce administrative costs and better serve students and parents. The school district was able to reduce student reassignment form turnaround from four months down to ten days while ensuring 100% accurate and complete documents. Making this digital transformation freed up significant staff time, allowing them to focus on higher value tasks and generating overwhelmingly positive feedback from the parent community.

DocuSign for Federal Government allows agencies to remove paper-based processes, accelerate mission delivery while providing a seamless and delightful customer experience to citizens, businesses, and other agencies.

### About DocuSign

DocuSign® is changing how business gets done by empowering anyone to send, sign and manage documents anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward.

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