New Digital Transformation for Task Force

Digital transformation for constituent-facing experiences

Almost two-thirds (65%) of respondents say their agencies are experiencing in increased employee productivity and increased employee satisfaction and retention (59%).

Top priorities for digital transformation include creating a better end-user experience for constituents (76%) and increasing employee satisfaction and retention (59%).

82% of respondents expect their agency to spend between $500,001 and $1,000,000 on digital transformation over the next 2 years.

Almost half (49%) of executives say that digitizing work processes into automated, digital experiences with the tool, and none plan to decrease use.

Executives whose primary eSignature partner is DocuSign say it has improved efficiency and increased their digital transformation.

This is especially true for North America, with 51% of executives in this region having implemented an eSignature tool within the last 24 months.

In addition, 87% of C-suite level respondents see tolerance towards digital transformation.

Most predict that pandemic-driven technology, process and policy trends are here to stay.

98% of respondents plan to maintain or expand their usage of eSignature tools.

Do you plan to maintain or expand your usage of eSignature tools?

Yes: 76%
No: 14%
None: 10%

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