

Serving Citizens Better with More Flexible Agreements

Introduction

Business is changing faster than ever. Organizations of all sizes are evolving at light speed to meet the demands of the new business landscape. Today's public sector leaders are building solutions to new challenges; even for the most agile teams, it's an uncomfortably rapid shift.

One of the takeaways that organizations around the world are realizing together is that, even with employees in new places and business agreements making an abrupt digital transformation, work can still get done. There will be a point in time when physical offices are accessible again and people around the world are healthy and safe, but the way that business is done will never go back to how it was at the dawn of the decade. There's a process shift that's happening to make every part of a workflow – especially agreements – more digital and flexible.

At DocuSign, we've had conversations with governmental leaders at the cutting edge of digital innovations. We've heard stories about new challenges, successful adaptations and shifting visions of what's possible in daily workflows. The changes that are being made now are more than temporary one-off patches, they're permanent improvements to make operations more efficient. We're seeing the roots of a digital-first workspace.

Around the globe, government agencies are racing to increase agility and keep up with the needs of the people they serve. We talked to public servants from more than 15 U.S. states to find out which technology innovations are helping them increase efficiency and serve their public better. Let's dive into the way public sector organizations can digitally transform day-to-day work.

Providing ongoing services amid disruption

No organization has a perfect playbook for responding to a pandemic like COVID-19. However, government agencies need to shift operations quickly because citizens rely on their services to provide basic needs. With DocuSign eSignature, organizations across the nation are digitizing paperwork to remotely manage a wide range of routine functions – contracting work, invoice appraisals, employee timesheets, medical consent forms, supplier agreements, education programs, legal proceedings and more – and continue serving the public.

These services fulfill critical needs for citizens and it's important that any process changes avoid operational lapses related to uncertain provider or recipient circumstances. As citizens shelter in place and public servants work from home, DocuSign ensures that these workflows transition smoothly. Better yet, these digital-first processes continue providing benefits while keeping everyone safe.

DocuSign Customers by the numbers

91%
of active customers would recommend DocuSign to another business or organization

96%
have confidence in DocuSign's ability to deliver

90%
are satisfied with their overall experience with DocuSign

89%
of active customers find DocuSign valuable to their business

60%
of DocuSign customers report experiencing some level of digital transformation recently

Benefits of DocuSign

81%
enables remote work transformation recently

78%
enables me to do business faster

78%
saves me time

Offering flexible healthcare services

Ensuring accurate documentation of healthcare patients and suppliers is an especially important part of public sector work. DocuSign has also been at the core of new rapid response initiatives involving medical supply orders, virus testing and Veterans Affairs policies. To manage these, DocuSign's public sector customers at the state, county and city level have been building processes that utilize PowerForms (a feature that automatically pulls data from connected systems) and Guided Forms (a feature that adapts new questions based on previous answers).

With these tools, citizens can complete a form or application digitally and trigger a self-service workflow that ends in a successful electronic signature. This minimizes the effort government employees spend preparing agreements and collecting information, letting agencies put more effort into distributing important resources to the public. Some state agencies have even put a HIPAA Business Associate Agreement (BAA) in place for the state. This allows them to collect and store confidential information like social security numbers using DocuSign. A state having a HIPAA BAA in place allows all agencies to manage agreements related to use cases with highly sensitive information.

Building agile instructure for fast response

Events like the COVID-19 pandemic introduce risks and protocols that are impossible to predict. For example, with school buildings closed, some students don't have a reliable place to go for a nutritious lunch. Some school districts are responding by delivering meals to these students, but they need to quickly organize a new network of food delivery contractors to accomplish that mission. With DocuSign, these contracts can be generated, signed and acted on in no time.

The same agile agreement processes are streamlining new developments regarding small business loan applications, child support programs, courthouse activities and more. By digitizing the paperwork and automating workflow, public sector organizations are building a more flexible way to adapt to unexpected changes related to the current pandemic and future uncertainties.

“Citizens find it easier to do business with the state because they can sign forms and documents anytime, anywhere, and from any web-accessible device.”

David McCoy
Controller
State of North Carolina

Focus on your public, not paperwork

Business runs on agreements and government business is no exception. DocuSign is FedRAMP authorized and listed on the FedRAMP Marketplace. More than 800 local, state and federal agencies (with hundreds of millions of users) have improved agreement processes to enable citizens, businesses and staff to work smarter and more effectively with:

- Self-service forms
- Electronic signatures
- Prepopulated agreements
- Mobile applications
- Document tracking
- Automated approval processes



Reduce cost and hassle

Save time, money and errors by eliminating manual tasks. Save trees by eliminating paper.



Deliver superior service

Give citizens and staff the speed and convenience of doing business digitally.



Mitigate risk

Ensure peace of mind and accountability with built-in audit trails that stand up in court and the strongest data encryption technologies commercially available.

Secure and compliant

DocuSign is ISO 27001-certified, making it easy to adapt to the latest requirements and regulatory guidelines

Speed

Take advantage of prebuilt integrations to deploy solutions faster

Accuracy

Capture customer data and consent accurately the first time

“DocuSign has an unlimited number of use cases and has been the catalyst for us in making the transition to a totally digital environment.”

Howard Hill
IT Manager
Alameda County (California)

Learn more about the [DocuSign Agreement Cloud for Government](#).



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.

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