

Create Improved Constituent Experiences with DocuSign Agreement Cloud

With an expanded focus on creating better customer experiences, now is the time for federal, state and local government agencies to bring customer satisfaction truly into the forefront. In addition, today's citizens expect access to the 24/7 self-serve, mobile-friendly and digital tools that are common in their everyday lives.

Recent executive orders, mandates and legislation are codifying the changes needed to bring seamless customer experiences to government permanently. These will have a long-term impact on reducing the administrative burden of government, streamlining how federal, state, and local government agencies streamline processes using technology.

Use cases

In order to enhance customer experiences, government agencies will need to streamline a wide-range of processes and paperwork to meet the growing needs and expectations of the public they serve and the agency staff they employ. The DocuSign Agreement Cloud helps agencies to deliver public services faster and more effectively by digitizing the following use processes:

Contracts and acquisitions (Procurement)

Centralize and streamline full end-to-end agreement and procurement processes to save time, control costs, and decrease risks, as well as increase visibility into the full lifecycle of vendor contracts.

Employee and contractor PIV card authorization

Enable employees and contractors to electronically sign documents using their Personal Identity Verification (PIV) credential, reducing non-value-added paperwork and a better employee experience.

Licensing and permitting

Rapidly transform agreement processes to help permitting and licensing offices to save time, cut costs, reduce risk and improve citizen satisfaction.

Inspection forms

Reduce the time it takes to process and manage complex inspection forms by digitizing all documents.

Employee, contractor and vendor hiring and onboarding

Speed up the overall procurement cycle for hiring industry and vendor experts to help support new citizen experience programs, as well as automate and digitize processes for streamlining all employee, contractor and vendor onboarding.

Application for benefits

Make it easy for constituents to fill out mobile-friendly applications and capture complete information in one or multiple signed forms to reduce errors and streamline the application workflow.

Eligibility determination

Minimize errors and easily audit signed applications with standardized digital forms. Collect information and supporting documents for enrollment and renewal processes.

Executive Order to transform customer experience

A 2021 Presidential Executive Order aims to enhance the customer experience (CX) for the public and agency employees by modernizing programs, reducing administrative burdens, and piloting new online tools and technologies that can provide a simple, seamless and secure customer experience.

[Source](#)

Improvement in government customer experience

15 key agencies and programs earned an average score of 61.1 out of 100, an increase of 1.4 points from 2019. To date, this is the highest score that the government has received.

[Forrester's 2020 U.S. Federal Customer Experience Index](#)

The Fed CX Mandate

The "Fed CX Mandate" operates under Office of Management and Budget (OMB) A-11 Section 280, and provides continued guidance on implementing a CX framework and leading practices for measuring and managing overall CX.

[Source](#)

The 21st Century Integrated Digital Experience Act (21st Century IDEA):

This law was written to improve the public's digital interactions with the federal government by establishing deadlines for federal agencies to provide modern, mobile, and accessible government websites, digital forms and services and electronic signatures.

[Source](#)

DocuSign for Government

DocuSign helps public sector officials focus on their mission instead of paperwork, and deliver a better citizen experience, reduce costs and streamline processes. DocuSign serves over 4,000 local, state, and federal public sector organizations— and over a billion users.

eSignature

Securely send and sign agreements with electronic signature and maintain a complete audit trail. Route documents or bulk send forms and notifications to multiple users.

ID Verification

Verify the identity of your contractors, vendors and employees remotely and securely to get critical business done faster with DocuSign ID Verification. Require signers to correctly answer questions about themselves, compiled from commercially available databases.

Contract Lifecycle Management

Centralize document management workflows for any government process that is involved with critical documentation, such as grants, investigations and case management. DocuSign CLM tools makes it easier to build new document workflows and edit clauses, digitize redlining, signature and routing.

Secure

DocuSign eSignature and DocuSign CLM are authorized at the FedRAMP Moderate Impact Level and have been granted a provisional Department of Defense (DoD) Impact Level 4 (IL4) authorization.

Accessible

DocuSign eSignature offers an accessible signing experience that conforms to Section 508 of the Rehabilitation Act and WCAG 2.1 AA. The sending experience supports WCAG 2.0 AA guidelines, and is in the process of updating to WCAG 2.1.

Better together solutions streamline processes

DocuSign includes over 350+ pre-built integrations with leading platforms where government work is done so you can start leveraging eSignature capabilities quickly and efficiently.

Salesforce

Maximize your Salesforce investment and streamline your processes with DocuSign. Reduce costs and elevate customer experiences directly in the Salesforce applications you use everyday.

ServiceNow

The DocuSign eSignature and ServiceNow integration can simplify paperwork and connect the HR, procurement and legal processes of your back-office teams within one platform.

Pega Systems

By seamlessly integrating DocuSign eSignature and transaction management, teams can now automate entire business processes digitally.

Appian

As advanced case management, speedy delivery, and architectural reuse become more imperative, Appian's full-stack automation enables tight and easy integration with DocuSign to create complete customer management solutions.

To learn more, go to docusign.com/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, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

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