



Warrantech Streamlines Contract Execution with DocuSign

Summary

- Eliminates human error
- Automates manual processes
- Provides centralized access

Founded in 1983, and based in Bedford, Texas, Warrantech is a subsidiary of AmTrust Financial Services, a multinational property and casualty holding company. Warrantech provides extended service plans and warranty programs for retailers, dealers, distributors, and manufacturers in a variety of consumer and automotive markets.

The company is focused on helping its customers be successful through innovative products and industry-leading service. Its products are developed with the customer in mind, with a goal of increasing profitability, enhancing market differentiation, and building long-term relationships. Implementing DocuSign, Warrantech successfully eliminated human error, automated processes and created greater convenience for customers with a centralized point for documents.

Challenge

The signing process for Warrantech's customer agreements had become challenging, and had been dependent upon the company's sales team to shepherd them through the process. Unfortunately, many agreements were falling through the cracks before attaining full execution, causing delays in program implementations. It also caused problems in contract management, when an executed agreement was not present prior to deal negotiations.

"We really needed an efficient, automated process for agreements that had reached the signature stage," says Craig Lindsey, Marketing Director at Warrantech. "It was the only way to really ensure that our agreements were attaining execution."



Warrantech

An AmTrust Financial Company

"Today, all of our contracts are successfully executed before we even begin business processes with a new customer—DocuSign has really transformed the way we do business!"

Craig Lindsey
Marketing Director

Solution

Warrantech found a solution in DocuSign, which enables users to provide valid, secure e-signatures online from any device. The company chose DocuSign Enterprise Edition, which offers businesses transaction management flexibility, robust administration, security standards, document retention, and service reliability.

DocuSign gives Warrantech a centralized repository for all agreements that can be accessed by every staff member, regardless of their department or physical location. And according to Lindsey, DocuSign's signature automation has made all the difference in resolving their contract execution woes. "With DocuSign's automation, we've been able to significantly reduce the project management burden on our sales team, plus we can ensure that all of our contracts are signed in a timely way."

Results

Using DocuSign, Warrantech's agreements are processed much more smoothly and reliably, streamlining finalization and providing real-time status updates throughout the signing process.

With automation removing the need for the sales team to manage the signing process, DocuSign has reduced—and in many cases, eliminated—incomplete and failed contracts.

"Prior to using DocuSign, we were experiencing more than 1,000 contract failures every year," says Lindsey. "Today, all of our contracts are successfully executed before we even begin business processes with a new customer—DocuSign has really transformed the way we do business!"



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