

Dilbeck Real Estate

Brokerage goes digital: Cuts paper costs 50%, reduces time to close with DocuSign.

Dilbeck Real Estate is an independent, family-owned brokerage with 14 offices throughout Southern California. With approximately 600 agents and 50 non-licensed staff members, Dilbeck prides itself on leveraging cutting-edge technology while building and maintaining lasting client relationships through a commitment to integrity and excellence. Prior to implementing DocuSign, Dilbeck relied on paper processes, which were both inefficient and costly. Today, they've cut paper costs in half while accelerating business through the use of DocuSign Rooms for Real Estate. The best part, their clients, agents and staff are all much happier.

Challenge

For Dilbeck, transitioning to digital was the obvious next step in maintaining their competitive edge. Prior to implementing DocuSign, audits were done in-house and managers could not review files until they were complete. Furthermore, paper wasn't just expensive—it took up space. They went through a ream of paper per day.

DocuSign has provided Dilbeck with something less straightforward, but equally valuable: support.

“We knew we needed to come up with a different solution,” says Leane Forsee, from Dilbeck. “Paper files take up a considerable amount of room. Plus there's the storage of those files and the expense of the paper. There were a variety of reasons we were looking at going digital.”

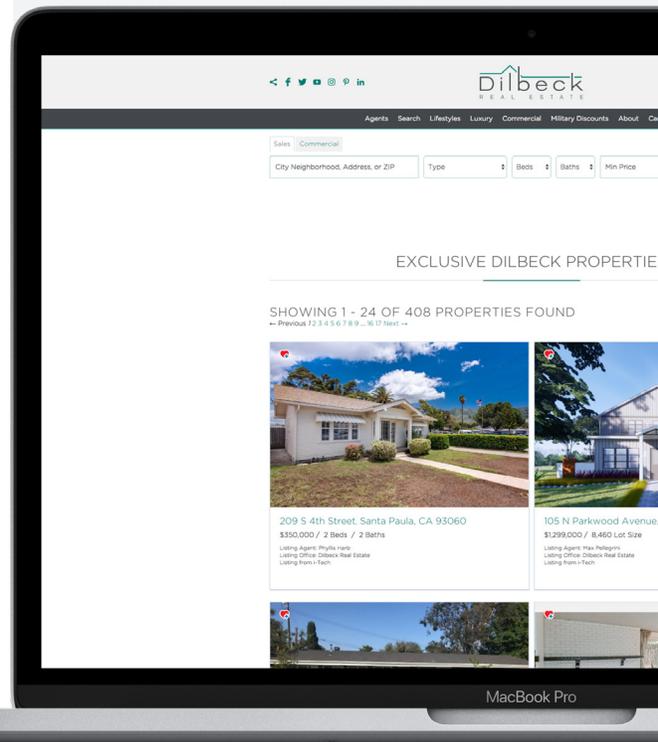
Dilbeck was set on making the digital transformation. The real question was which solution to select. Initially, the brokerage began using a free service, but found that many of their agents had already upgraded to a more robust, trusted solution that was the standard across the Real Estate industry: DocuSign. So they decided to take the solution company-wide, selecting Rooms for Real Estate.

Top benefits achieved

50%
reduction in paper costs

Increased
compliance

Time
savings



Solution

Using DocuSign empowers Dilbeck's agents to be out of the office more – whether working from home or on the go with clients. Rooms for Real Estate provides both greater flexibility and efficiency. "It's like bringing everyone into a virtual conference room for the transaction where you can ensure people have access to just the documents they need to quickly move the process along," says Forsee. This eliminates any extra legwork for the agent, the staff, and the client.

DocuSign also helps ensure security: "For legal reasons, we want the entire company to be managing files the exact same way. With task lists in Rooms for Real Estate, we've ensured all necessary steps are completed and approved before a transaction can be closed. From a compliance perspective, that really helps ensure we have complete, legally-enforceable files. Should we get audited, or have any of our transactions end up in a legal dispute, we can be confident that our files are complete and organized," says Kali Lamarine, from Dilbeck. "DocuSign really does ensure accountability across all our agents," adds Forsee.

Results

"It's made all the difference in the world for us, rolling DocuSign out," says Lamarine. "We couldn't be happier. We've made the best decision for our company."

Upon implementing DocuSign, Dilbeck saw an immediate reduction in expenses. "I can tell you that my paper costs have been cut in half," says Forsee.

In addition to the practical benefits of implementing DocuSign, e.g. reduced costs, better organization, and increased time, DocuSign has provided Dilbeck with something less straightforward, but equally valuable: support.

"Part of the success with this rollout has been the support we've received from DocuSign," says Lamarine. "DocuSign follows up with us and ensures all of our needs are met. They look for and value our feedback. That has been above and beyond what we could've asked for. We're more confident when we walk into a management meeting, because we know DocuSign has our back. That's been huge. Support can be the make it or break it part of implementing a new platform. They're committed to our success."

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Leane Forsee
Administrator

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