

# Agree Better with the DocuSign Agreement Cloud

# It's time to agree better

Digital technology is disrupting every industry and resetting customer expectations. Today, customers want — and increasingly expect to have — the ability to conduct business with the speed, convenience, and simplicity of on-demand digital services like Amazon, Netflix and Uber. Traditional organizations are investing heavily in the digital transformation of core business processes to increase employee productivity, improve business agility, and build customer loyalty.

But, in the race to secure their digital future, many organizations overlook one fundamental business process that remains painfully stuck in the past: the agreement process. Agreements are critical to doing business, but the way they are prepared, signed, acted on, and managed is still highly manual and disconnected. While organizations that have adopted electronic signature technology are ahead of the curve in accelerating the agreement process, there are many steps before and after the signature that cause needless errors, delays and frustrations.

Now, thanks to new digital technologies for automating and connecting the entire agreement process, organizations can get business done faster with less risk, lower costs and better experiences for everyone involved.

Get to know the DocuSign Agreement Cloud™.



## Agreements drive your business forward

An agreement isn't any ordinary document. It's what enables business to move forward between organizations and their employees, partners, and customers. Agreements are used in every department, from front office to back, in organizations of every size in every industry. Without a signed agreement, employees can't be hired, borrowers can't get loans, houses can't be bought, software can't be sold – just to name a few examples.

Agreements can impact both our work lives and our personal lives. They can make great things happen. But what if they could happen more quickly, easily, and cost-effectively?

### Agreements are the foundation of business, and they are everywhere.

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#### Sales

- Sales Order Processing
- Customer Account Provisioning
- Special Deal Terms
- Referral Agreements
- Reseller Agreements
- Partner Agreements
- Sales Support
- Loan Documents
- Support Agreements and Renewals

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#### Marketing

- Event Registration
- Customer Communication Approvals
- Mass Mailing/Email Approval
- Event Vendor Agreements
- Rebate Agreements
- Sponsorship Agreements
- Promotion Agreements
- Advertising Contracts
- Press Release Approvals
- Brand Licensing Agreements
- Media Plan Sign-offs

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#### Services

- Account Change
- Service/Work Orders
- Terms Change
- Self-Service Requests
- Compliance
- Field Service
- New Policy Applications
- Policy Cancellations/Suspensions
- Independent Agency
- Licensing
- EFT Authorisation

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#### Human Resources

- Offer Letters
- New Hire Paperwork
- Candidate NDA
- On/Off-boarding Checklist
- Employee Policy Distribution and Signature
- Contractor Agreements
- Non-disclosure
- PTO Management
- Performance Appraisal
- Background Checks

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#### Finance

- Invoice Processing
- Expense Processing
- Capitalization Management
- Audit Sign-off
- Policy Management
- Inventory Sign-off
- Asset Transfer/Retirement
- Grant Applications
- Sales and Use Tax Return
- Consumer Account Opening
- Deposit Products

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#### IT/Operations

- Asset Tracking
- Change Requests
- Requirements Sign-off
- Access Management
- Incident Reporting
- Production Change Authorisation
- Maintenance Authorization
- Authorization
- Real Estate Approval
- Project Budget Approvals

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#### Legal

- NDAs
- Contract Management
- Internal Compliance
- IP Licensing
- Patent Applications
- Board Minutes
- Affidavits
- Summons
- Engagement Letters
- Memoranda of Understanding

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#### Facilities

- Front Desk Sign-In
- Work Orders
- Lease Agreements
- Move In/Out Requests
- Parking Permits
- Building Maintenance
- Construction CAD Drawings
- Equipment Loan Agreements
- Change Justification Forms
- Building Permits
- Change Orders

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#### Product Management

- Change Management
- Release Management
- Code Review Reporting
- Requirements Acceptance
- Release Scope Commitment
- Policy Approval
- Beta/SDK Agreements
- Developer Program Enrollment
- Product Development Methods
- New Product Evaluation
- New Offering Announcement

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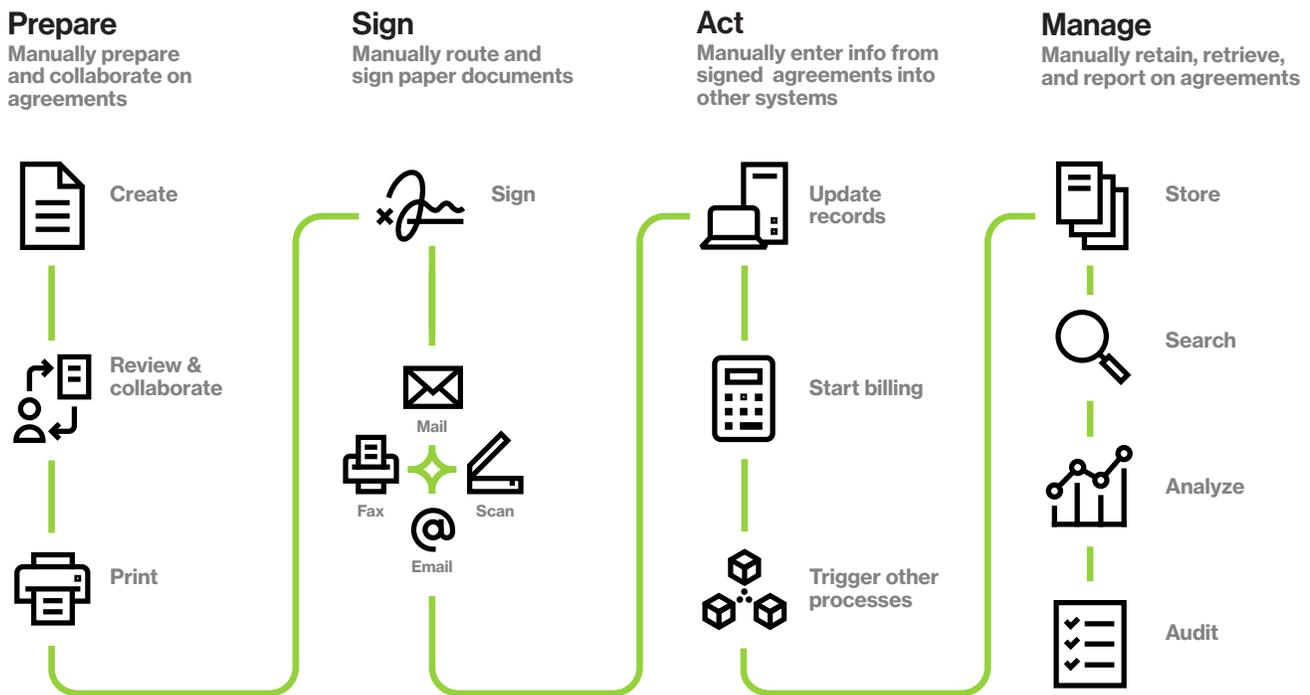
#### Procurement

- Purchase Order
- Statement of Work
- Master Services Agreement
- RFP Sign-off
- Supplier Compliance
- Service Level Agreements
- Termination Letters
- Software License Agreements
- Rate Cards
- Invoice Processing
- Subcontractor Agreements
- Vendor Contracts

## Legacy systems of agreement slow you down

Every organization has a “system” for getting agreements done. It consists of all the people, processes, and technologies involved in the entire agreement process – from preparing and signing documents to acting on terms and managing completed agreements. Unfortunately, many organizations still have legacy systems of agreement that rely on too many manual, paper-based steps and not enough – nor the right – digital technologies to automate and connect the entire process.

**Legacy systems of agreement are typically a mess of manual processes and disconnected technologies.**



### The problems with legacy systems of agreement

Every inconvenience, miscommunication, or error adds time, cost, and risk to doing business. When the competition is just a click away, few organizations can ignore the need to modernize their systems of agreement. A recent survey conducted by Forrester Research\* confirms the negative impacts of a legacy system of agreement on IT and business processes:

- Increased costs due to human delays, errors, and rework
- Delays in revenue recognition and greater risk of abandoned deals
- Needless waste of time, money, and paper in printing, mailing, and faxing
- Lack of compliance with security and privacy mandates
- Difficulty maintaining visibility and control over agreement terms
- Poor employee and customer experiences

\*The State of Systems of Agreement, 2019, a Forrester Consulting Thought Leadership Paper Commissioned by DocuSign.

## Modernize your system of agreement with the DocuSign Agreement Cloud

There's a simple reason why organizations continue to do business using legacy systems of agreement: Until recently, there hasn't been an alternative. Now, with the DocuSign Agreement Cloud, organizations can modernize their systems of agreement to connect and automate the entire agreement process. The DocuSign Agreement Cloud includes more than a dozen applications and more than 350 pre-built integrations with other applications to digitally transform the way business is conducted via contracts and other agreements.

### The entire agreement process will be transformed

#### Prepare

**Generate** agreements automatically from data in other systems

**Negotiate** via tracking of tasks, redlines, versions, and comments

**Guide** people through what they need to do

#### Sign

**Identify** signers via email, SMS, government IDs, and other methods

**Sign** from anywhere, anytime, on a wide variety of devices

**Certify** with court-admissible evidence of who did what, when

#### Act

**Trigger** actions in other systems such as CRM and billing

**Pay** as part of signing via credit card, Apple Pay, Google Pay, etc.

**Notify** stakeholders of agreement events, such as an upcoming renewal

#### Manage

**Store and search** agreements in a centralised repository

**Analyse** agreements for risks and opportunities with AI

**Monitor and fulfill** agreement terms using "smart contracts"

## **Simplify life and accelerate business with a better agreement process**

By modernizing your system of agreement with the DocuSign Agreement Cloud™, you'll do business faster with less risk, lower costs, and better experiences for customers and employees. As a result, you'll be easier to do business with, easier to do business for, and easier on the environment.

### **Improve experiences for everyone**

The DocuSign Agreement Cloud helps organizations eliminate outdated, paper-based, and inconvenient manual processes. Everyone in the agreement process can easily see what they need to do, then do it faster, with fewer mistakes, and a lot less frustration. That means happier employees, customers and partners.

### **Save time, money, and trees**

Removing the manual steps involved in the preparation, signature, execution, and management of agreements not only speeds the process considerably but also reduces costs due to materials (paper) and labor in printing, scanning, mailing, and overnighting documents. In fact, research shows that, on average, organizations save \$36 per agreement by using DocuSign eSignature alone\*. In addition, the savings to environment add up: more than 500,000 customers worldwide have used DocuSign eSignature to save more than 2.5 million trees' worth of paper.

### **Lower risk and increase compliance**

The DocuSign Agreement Cloud allows organizations to minimize legal risks due to lack of standardization and security in their agreement processes. All agreements can be produced, signed, and executed in a legally enforceable, consistent way with complete audit trails. Agreements can be stored securely, while organizations retain full visibility and control to search and find agreements as changes or renewals are requested.

\*On a 2015 third-party study, a sample of our enterprise customers realized an average of incremental value generated per transaction when they deployed DocuSign eSignature versus their existing paper-based processes."

## What our customers say

Results for Santander, a global leading bank using DocuSign

**83%**

Reduction in time to open new customer accounts

**10x**

More loan agreements processed each month

**100%**

Digital onboarding process

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**“Collecting signatures while completing front and back office processes enables us to offer a customer experience that outperforms even digital-first banks.”**

**Jonathan Holman**  
Head of Digital Transformation  
Santander

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## The DocuSign difference

**500,000+**

Worldwide customers

**350+**

Integrations with third party applications

**#1**

Ranking for e-signature apps on Salesforce AppExchange

Customers include:

**10/15**

Top global financial services companies

**18/20**

Top global pharmaceutical companies

**7/10**

Top global technology companies

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### 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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