

It Pays to Go Paperless

Your business saves more than
money when you go paperless
end-to-end with eSignatures.

Companies of all sizes are embracing a more effective, paperless way of working. From sales agreements, invoicing, event registrations to every other kind of business document, eSignatures are clearing desks and removing paper shredders, pushing the envelope towards innovation rather than the mailman.

The benefits reach beyond space savings. The paperless office can contribute significantly towards saving time, money and the environment too. Forward-thinking businesses are recognising the true potential for these savings, and reaping the wider rewards of greater staff productivity, increased customer satisfaction and improved brand reputation. More than 300,000 unique users join DocuSign every day, embarking on their own digital transformation.

In short, it pays to go paperless. To keep a competitive edge, your business cannot afford not to.

“Looking to the future it’s a no-brainer, paperless is where we’re heading and DocuSign can support us to do that.”

Steve Healy
Partner and National Head
Dentons Lawyers

Go paperless and save time

Waiting for paper documents to be signed and returned can slow business to a crawl. Worse, it gives customers the opportunity to change their minds and take their business elsewhere. Smart organisations know that you need to strike while the iron is hot.

Digitising sales processes speeds sales cycles and improves win rates. Processes that once took weeks can be reduced to days, even hours, by going paperless.

Higher close rates and sales productivity

With digital agreements, customers can sign documents anytime, anywhere – in the office, at home, or on the road. For example, Sales ITV had a reduction of 98% in document errors and has cut down five hours of document processing time per sales agreement. William Buck Victoria processed 90% of individual tax returns digitally with more than 50% completed and returned within 24 hours.

Using eSignatures reduces the paperwork burden for sales reps and support staff. Automating proposals, contracts and other customer documents – thus relieving reps from chasing down signatures – frees up significant time, allowing them to focus on selling.

At EzyAccounts for example, going paperless saves employees four hours admin time per franchisee agreement. Salesforce® has credited DocuSign for its success in accommodating 30% year-over-year growth for the past three years without adding sales-operations headcount. And for service professionals and other small enterprises, using eSignatures helps close deals quickly.

eSignatures also increase efficiency, saving substantial amounts of time on routine tasks and workflows. Filling out forms manually and keying information into databases increase opportunities for error and slows the pace of business. With eSignatures, this risk is removed for a faster, more accurate process.

Domain

2 minutes

Domain takes less than two minutes to process a contract, instead of 20 minutes

64%

of documents completed under an hour with DocuSign

13.5 days

average reduction in turnaround time

“By going paperless with technologies like DocuSign, it’s much easier to scale. We’re 99% paperless now and plan to remove paper wherever we can.”

Jonathan Barouch
Founder & CEO at Local Measure

Returns on eSignature investments

Customers across industries are improving critical business processes using eSignatures:

SalesITV calculates a savings of between \$5,000 and \$15,000 within two months of implementing DocuSign. Around \$10-\$15 per document.

Dentons Lawyers saved their clients over \$70,000 in paper and transportation costs, while exchanging hundreds of millions of dollars in contracts in one day.

Collin Biggers & Paisley reduced the billing hours for lease documentation by 80% resulting in 50% cost saving for their clients.

Fuji Xerox Australia saves 3,000 hours a year on managing contracts and a 100% reduction in printing costs and physical archiving

Goodman Australia has digitised 70% of internal forms and has seen an 80% faster document turnaround time.

DocuSign itself has realised a 921% ROI by applying eSignatures in our own business operations.

“Digitising our sales agreements have reduced contract handling time by an astounding rate of 90%. We’ve also seen labour and paper cost savings of up to \$300,000 per year.”

Tony Blamey
Chief Commercial Officer
Domain

Go paperless and save money

Companies waste money in many ways, from \$37 billion per year in unnecessary¹ meetings to \$162 billion in ineffective training.² Expenditure on paper and postage shouldn't be one of them.

Curbing these costs by going paperless can result in significant savings, freeing resources to be spent on customer service and further innovation.

Lower costs, greater efficiency

For many enterprises, savings can amount to millions of dollars per year. Studies show that DocuSign eSignature delivers benefits of more than \$36 per document, including hard dollar savings, productivity and revenue gains.

Multiplied by thousands or even millions of documents per year, the gains can be huge. For example, Microsoft realises the equivalent of \$7.5 million in hard-cost savings each year by digitising its processes with DocuSign. Small and medium-sized firms can see similar savings as a percentage of their total costs; Centric Digital saves up to \$50K annually by going paperless.



\$7.5 million

saved annually by going paperless with DocuSign

300%

increase in ROI

50%

more profitable for digital leaders

“The feedback from staff has been fantastic. DocuSign was easy and quick to set-up. There was no cumbersome process required to get up and running, and the training provided for additional features is online and self-explanatory.”

Marcus BrackenHead
Head of Procurement
Fuji Xerox Australia

Improved time to revenue

Time is money. Waiting for paper documents to be signed and returned is expensive, both in terms of the cost of time and idling resources. Using eSignatures saves time and reduces costs. As a case in point, T-Systems now realises savings of \$36 per agreement, having decreased document turnaround time by 50 times.

Electronic signatures can prevent sales from slipping into next quarter. This can help reduce missed sales projections and help companies maintain their valuations. It's almost as if you're adding several days at the end of the quarter to close deals.

Adopting eSignatures in your business can help reduce time-to-revenue – a critical objective for every company, no matter how large or small. eSigning is dramatically faster than physically signing and shipping, or faxing, documents. Contracts turn around with greaterspeed, customers can be onboarded sooner, and payments collected earlier. For businesses whose sales rely on recurring revenue streams, this can result in incremental revenue. For example, insurance companies can begin collecting premiums earlier due to faster turnaround time.

1 <http://meetingking.com/37-billion-per-year-unnecessary-meetings-share/>

2 <https://www.forbes.com/sites/hbsworkingknowledge/2016/07/25/companies-waste-billions-of-dollars-on-ineffective-corporate-training/#151428a84d22>

Greater profits, higher valuations

Capgemini Consulting found that, on average, digital leaders are 50% more profitable, generate 13% greater revenues and have 19% higher market valuations than their industry peers.

Paying the price of waiting

The cost of paper documents adds up every day:

- Each four-drawer filing cabinet holds an average of 11,000 documents and costs \$1,500 per year to maintain
- A lost document is worth, on average \$350; large organisations lose a physical document every 12 seconds
- More than 70% of today's businesses would fail within three weeks if they suffered a catastrophic loss of paper-based records due to fire or flood

Business history is filled with examples of companies that paid a high price for not reacting to technological change fast enough.

What is the cost to your business if your competitors implement eSignatures before you do? What is the value of lost opportunities? If your evaluation of the cost of innovation is only focused on ROI and doesn't account for the cost of not innovating, then you are only seeing half the picture.

“The feedback from staff and senior management has been amazing, especially how DocuSign has saved so much time with approvals and workflows.”

Sri Ramesh

Digital Program Lead
Yarra Ranges Council

Go paperless and save the environment

The environmental impact of using paper in the workplace cannot be overstated. Despite the modern company's reliance on email, touchscreens and smartphones, paper continues to play an unnecessary role in the office – and it's costing our planet dearly.

From environmental impact to office waste

The lifecycle of paper is damaging to the environment from beginning to end. At the start of the process, the felling of trees leads to severe deforestation. At the end of a piece of paper's life, burning it emits carbon dioxide and causes air pollution.

Then there's the making of paper. The paper industry is the fifth largest consumer of energy in the world. To produce one tonne of paper, approximately 957 litres of petrol is required. To make just one piece of A4 paper, 10 litres of water goes down the drain.³

Paper usage in the average business grows by 22% a year, yet nearly half of the paper printed is thrown away daily. In the US, more than \$120 billion a year is spent on printed forms that go out of date within three months. More than 16% of landfill solid waste is paper.

With these sobering figures in mind, it's clear that something needs to be done about the excessive paper use within business today.

Environmental savings add up

A great way to demonstrate the environmental benefits of going paperless is to look at the savings that businesses realise by switching to a paperless agreement process like DocuSign eSignature. First, it can help to look at the environmental impact that one ream of regular, non-recycled copy paper (or 500 A4 sheets) has on the environment. To produce that ream, it requires 90kg of wood, produces over 20kg of CO₂, and uses over 200 litres of water.⁴

With those numbers in mind, think of how much DocuSign's APAC customers have saved. We crunched the numbers and found that our customers are making a huge difference to the planet by getting rid of paper.

The analysis found that DocuSign's APAC customers have collectively saved over 14 million kilograms of wood (the equivalent of 94,232 trees), prevented over 33 million kilograms of CO₂ from entering the atmosphere (the equivalent of keeping almost 7000 cars off the road in a year), and saved a staggering 350 million litres of water (enough to fill 140 Olympic swimming pools). DocuSign customers also kept almost 1.5 million wheelie bins free of waste.⁵

It's numbers like these that demonstrate the incredible impact that a collective commitment to going paperless can have on the environment.

facebook

Facebook digitised more than \$200K paper documents,



Unilever reduced its average contract completion time by 50% and enabled smarter contracting through the DocuSign Agreement Cloud

1 million

square feet of forest has been saved by DocuSign customers by going paperless

³ http://www.theworldcounts.com/stories/Environmental_Impact_of_Paper_Production

⁴ <https://c.environmentalpaper.org/individual.html>

⁵ DocuSign proprietary data

Going paperless, going green

By going paperless, companies take great strides towards greener ways of working. If you needed any further incentive to give paper the flick, consider the positive impact you will be making on the environment.

Also consider this: your company's green credentials hold stock with today's consumer and can prove beneficial for your bottom line. Over 80% of consumers value sustainability,⁶ and two-thirds are willing to pay more for products from companies committed to positive environmental impact.⁷ Going paperless boosts customer loyalty and your brand reputation.

“[Sustainability] is proving to be an area where companies can create business value. It doesn't have to be a cost, it doesn't have to hold back a company.”

George Favaloro

Managing Director

Pricewaterhouse Coopers Sustainable Business Solutions

Interview with MarketWatch⁸

6 <http://blueandgreentomorrow.com/spend/over-80-of-consumer-value-sustainability/>

7 <http://www.nielsen.com/uk/en/insights/news/2015/green-generation-millennials-say-sustainability-is-a-shopping-priority.html>

8 <http://www.marketwatch.com/story/from-household-trash-to-jet-fuel-how-companies-are-going-green-2015-07-27>

Go paperless and gain staff and customer satisfaction

Digital agreements not only lead to lucrative savings, but produce bountiful gains too. Improved customer service and staff efficiency are powerful rewards for going paperless.

Greater customer satisfaction and employee productivity

In today's intensely competitive marketplace, businesses across industries are looking for new and better ways to engage customers. Given the wide use of smartphones, tablets, mobile apps, and one-click purchasing, a "good enough" user experience is no longer sufficient. You need to find ways to meet your customers' needs across every channel of engagement by streamlining the entire customer experience.

Satisfied customers mean repeat business and referral. DocuSign's impact on customer satisfaction can be huge. For example, AstraZeneca increased its customer satisfaction rate by 16%. Another major enterprise attributes a 54-point increase in Net Promoter Score to the implementation of eSignatures.

The speed and convenience of eSignatures also means greater productivity for employees and partners. It's the same whether you're a small business selling a consumer product or service, or a large enterprise company with complex supply and distribution chains.

Mobile-friendly process

Customers and employees are increasingly mobile, and with the widespread adoption of smart devices, people expect to be able to conduct transactions wherever they are and whenever they want. DocuSign supports transactions across all types of Internet-connected devices, including smartphones, tablets, and PCs.

“As an organisation that relies on donations, we’re always looking for ways to reduce operational costs. DocuSign allows us to save money that would otherwise be spent on administration, printing, couriering, and storing physical agreements. We can now invest that money back into protecting the environment.”

Agnesia Sapati
Knowledge Management
WWF-Malaysia

Adecco

The Adecco Group improved efficiency and accelerated

AstraZeneca 

AstraZeneca increased its customer satisfaction rate by 16%

61%

improvement in staff productivity

Customers use the DocuSign Agreement Cloud to extend their eSignature investment to other parts of the agreement process

Hundreds of thousands of organisations worldwide have adopted eSignature technology because it lets them do business faster, simpler, greener, and more cost-efficiently while delivering a better experience for customers, partners, and employees. These benefits can be extended by connecting eSignature to other stages of the agreement process, such as preparing, acting on, and managing agreements. The **DocuSign Agreement Cloud™** has applications and integrations that cover all these stages, as well as industry- and region-specific requirements. The parts are modular, so they can be adopted in various combinations, together or one at a time. We call the result being more agreeable: easier to do business with, easier to do business for, and easier on the environment.

See what you can save with DocuSign's ROI calculator.
Save now.

About DocuSign

DocuSign helps organisations 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.

DocuSign, Inc.

Level 8, 126 Phillip Street
Sydney NSW 2000
Australia

[docusign.com.au](https://www.docusign.com.au)

For more information

apac@docusign.com
+61 2 9392 1998
Toll-free (within Australia)
1800 255 982