

2016

# DocuSign for Procurement Customer Case Study Sampler

DocuSign®

# 7x Increase in Contract Signoff Speed Helps MNPS Purchasing Provide Better Service

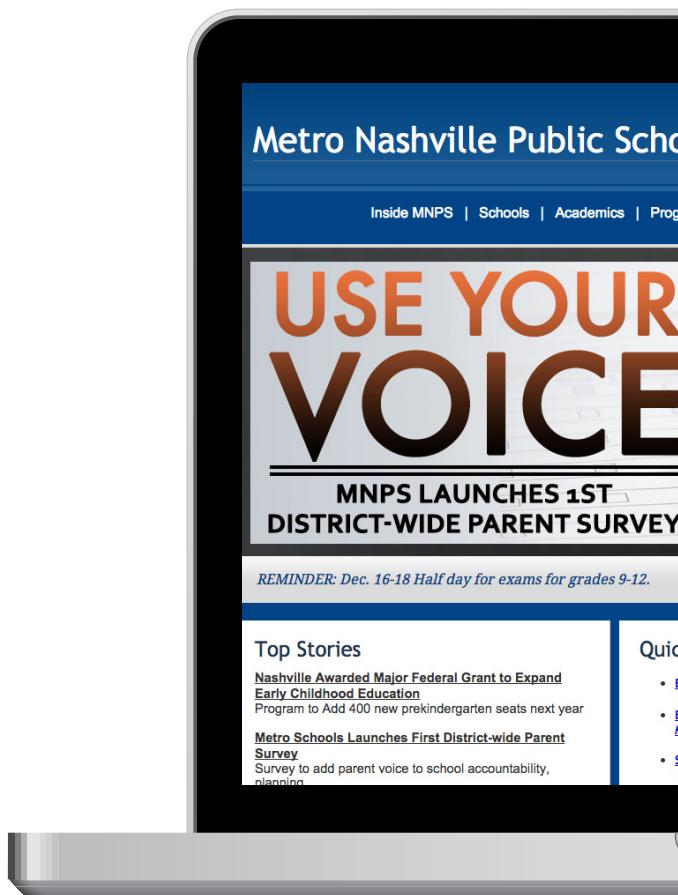
Metro Nashville Public Schools Are Experiencing Quicker Document Turnaround And Cost Savings With DocuSign's Digital Transaction Management Platform

## Company's Top Objectives

Using manual processes it was taking 85 days on average for the Purchasing Department at Metropolitan Nashville Public Schools (MNPS) to obtain all signatures required on vendor contracts. That was 85 days that the department's efficiency suffered and school system personnel had to wait for materials and services they needed. By cutting that to an average of 12 days with DocuSign's Digital Transaction Management (DTM) platform, MNPS Purchasing is delivering goods faster, executing more contracts, and saving money – all while helping the environment.

## Challenge

With 153 pre-K through 12th grade public schools that educate 85,000 students annually, MNPS is one of the largest school systems not just in Tennessee, but in the entire U.S. When Gary Appenfelder joined MNPS as Director of Purchasing four years ago he made it his mission to reduce the time to sign off on vendor contracts. He immediately saw the paper problem: There are 13 to 17 reviewers/signers required, 2 to 6 carbon copies made, and signatories using conventional postal delivery services to transact business. Status tracking was done with cumbersome Excel spreadsheets. "Actually we were lucky if signoff took just 85 days," Appenfelder reported. "Too often documents were lost someplace in the process, which meant starting the 85 day cycle all over again."



## Top Benefits Achieved

- ✓ Slashed average contract processing time from 85 days to 12
- ✓ Increased contracts processing rate by 90%+ in the last nine months
- ✓ Eliminated contracts lost in processing
- ✓ Covered DocuSign licensing costs through paper savings alone

# Purchasing Is Now Executing More Than 500 Contracts Per Year

## The Resolution

While investigating and testing electronic signature products, Appenfelder and his team learned about DocuSign's DTM solution. "Superficially DocuSign's product seemed to cover the same ground as others, but when we peeled back the onion a little we saw that DocuSign had much richer functionality for about the same price," said Appenfelder. "DocuSign has many subtle but important features in areas like security, templates, tracking, and reporting that add up to a big difference in the productivity of the people using it – and why they emerged as the global standard."

MNPS introduced DocuSign to a select group of internal users, and when that went smoothly, widened usage both internally and externally. "Almost immediately after the implementation of DocuSign, we stopped providing any instruction to new DocuSign users, even vendors," Appenfelder said. "That's how intuitive it is."

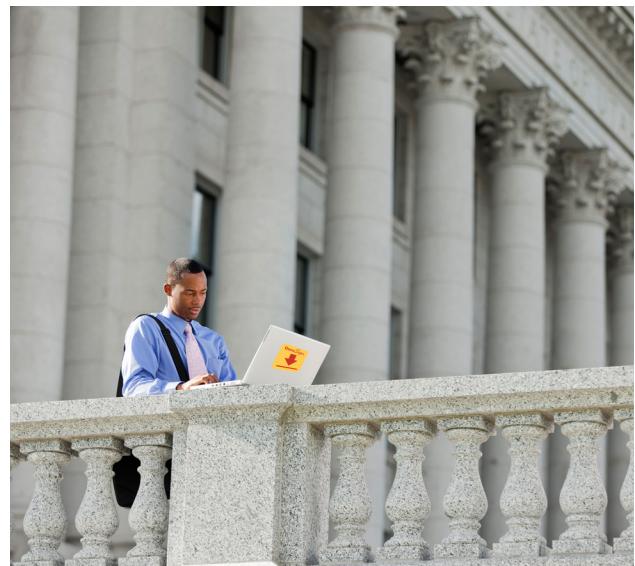
Still in its first year with DocuSign, MNPS is using the solution for virtually all of its contracts – with no printing at all. The only exceptions are for a very few vendors that insist on using pen and paper to transact business, but even then MNPS uses a hybrid paper-electronic process it developed using the workflow functionality of DocuSign.

## The Key Benefits

The benefits of DocuSigning at MNPS begin with initial contract creation because the use of DocuSign encourages authors to include everything in the contract at the outset. "In the past authors would sometimes make changes after some of the reviewers had signed off," Appenfelder explained. "That's altogether too easy to do with paper, and it led to all kinds of problems, but with DocuSign we have much more control over the process."

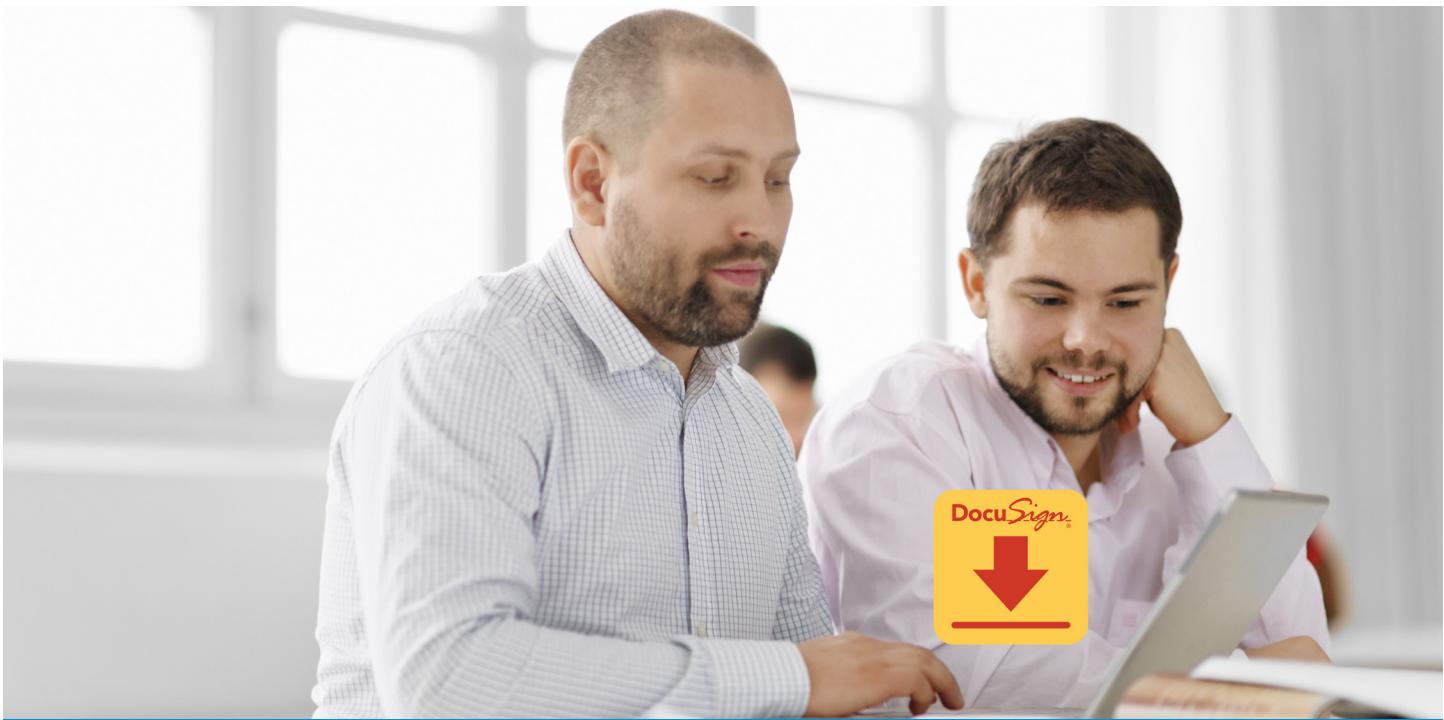
By DocuSigning, signoff now takes just 12 days. This is partly because the process is so simple, and also because reviewers can sign off wherever they are, using any device, rather than waiting until they are at their desks. "But there's yet another reason," said Appenfelder. "We've found that people can't stand having something in their electronic in-box that's demanding their attention, so even though there might be piles of paper with equally urgent material on their desks that have sat there for days or weeks, they do their DocuSigning first."

MNPS has scrapped status tracking with spreadsheets in favor of DocuSign's built-in reporting. "When somebody asks us where a contract stands in the process, we can now provide a precise answer with a single mouse click, far faster and more accurately than in the past," Appenfelder said. "We can also predict with confidence when contracts will be finalized, which was never before possible."



We expected that DocuSign Digital Transaction Management would speed contract processing and increase the number we execute per year, but the amount of improvement blew our socks off. DocuSign delivered far more dramatic results than we ever imagined."

**Gary Appenfelder,  
Director of Purchasing, MNPS**



Purchasing is now executing contracts at the rate of over 500 per year, up from 279 the previous year, because the signoff process is so much shorter and people are so much more productive. This current growth rate would have been completely impossible without DocuSign. And this year MNPS lost no contracts during processing, compared to as many as five in previous years. Additionally, Purchasing is using DocuSign for another purpose, issuing purchase orders.

Appenfelder and his group have become apostles for DocuSign around Nashville, with impressive results. The school system's Construction Department and Learning Technology Group are now DocuSigning, and the Human Resources Department is next in line. In addition, Davidson County, of which Nashville is the county seat, purchased DocuSign after seeing the benefits to MNPS.

"Our stakeholders are ecstatic about DocuSign," Appenfelder concluded. "We're able to serve more clients better with the efficiency improvements we get. DocuSign has been a big win for us in every respect."



DocuSign, Inc. (DocuSign®), The Global Standard for Digital Transaction Management™ helps organizations achieve their digital transformations for dramatic ROI, increased security and compliance, and better experiences for customers, partners, suppliers and employees. DocuSign automates manual, paper-based processes with the only open, independent, standards-based DTM platform for managing all aspects of documented business transactions. DocuSign empowers anyone to transact anything, anytime, anywhere, on any device securely.

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# Nevada DOT Speeds Contracts by 10x with DocuSign

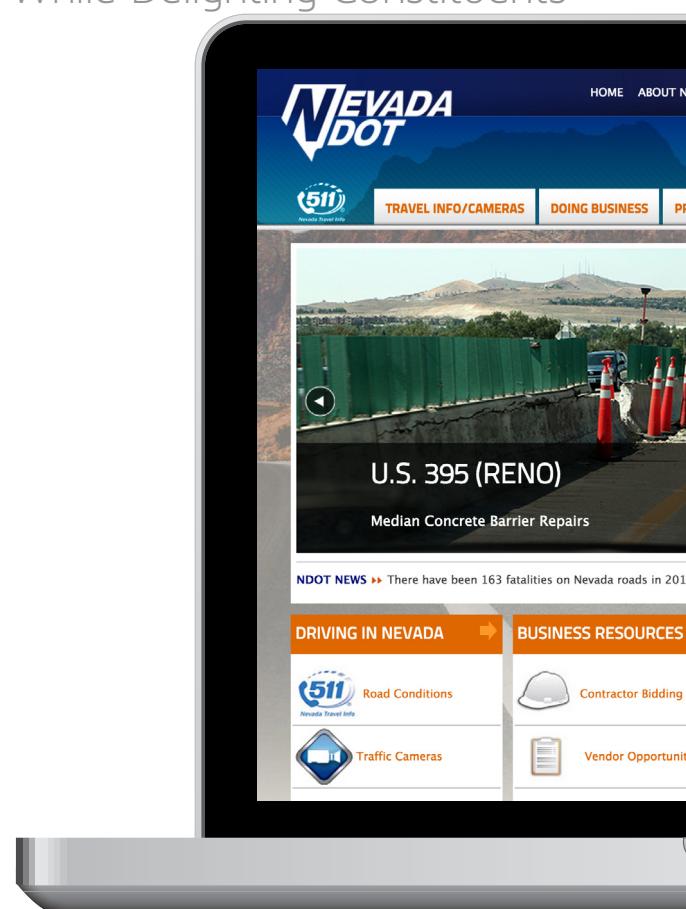
DocuSign's Digital Transaction Management (DTM) Platform Enables The Nevada DOT To Efficiently Spend Tax Dollars While Delighting Constituents

## Company's Top Objectives

The Nevada Department of Transportation (NDOT) dramatically accelerated the pace of business by systematically replacing its paper-based processes with DocuSign Digital Transaction Management (DTM), improving efficiency for employees, contractors, and constituents.

## Challenge

Since its establishment in 1917 with a budget of \$20,000 and the use of convict labor to build roads, the Nevada Department of Transportation (NDOT) has grown to an 1,800-employee agency with a \$1.25 billion annual budget. But budgets weren't the only thing that increased exponentially over the years; paperwork increased as well, and the paperwork burden was slowing processes from construction contracts to employee onboarding. For example, the award and execution of a highway construction contract required printing more than 300 pages of documents and getting 60 wet-ink signatures – a process that could take up to 50 days to complete. Contracts went from the NDOT contract services office to the contractor, to the surety company for bonding, back to the contractor, then back to NDOT, providing too many opportunities for documents to get buried in an inbox or lost along the way.



## Top Benefits Achieved

- ✓ Reduced highway construction contract processing time from 50 days to less than 5
- ✓ Shortened disadvantaged business enterprise (DBE) goal setting process from up to six months to under two weeks
- ✓ Streamlined processes to enable Interstate highway washed out by flood to re-open within days, not weeks
- ✓ First state agency to meet legislative mandate to have all public-facing documents available online (SB236)
- ✓ Received 2014 Cashman Good Government Award from Nevada Taxpayers Association for its use of DocuSign

# Paperwork burden was slowing processes from construction contracts to employee onboarding.

That's why when Rudy Malsabon, Director of the Nevada Department of Transportation, received a contract to DocuSign from a local transportation commission, he immediately started looking into a Digital Transaction Management (DTM) solution for NDOT.

## The Resolution

Teresa Schlaffer, NDOT Business Process Analyst, led a review of three DTM companies. DocuSign quickly emerged as the frontrunner based on functionality, ease of use, mobile device support and its position as *The Global Standard for Digital Transaction Management*<sup>®</sup>. The next step was a thorough legal and compliance department review to ensure the solution was secure, would stand up in court, and would be accepted by surety agents who bond NDOT contracts. Once confirmed, NDOT quickly moved forward to implementation, which was fast and easy. "We were able to start using DocuSign without any IT support. It was the easiest implementation I have ever done, and I've done a few," Schlaffer explained.

NDOT began a pilot with its procurement, contract processing, project management and change order processes. The first document sent for signature was uploaded at 5:30 pm and by 1:30 pm the next day it was signed and returned. "What used to take 26 or 27 days was done in four hours. We were thrilled," said Schlaffer. Within five months, the pilot was extended to all contracts, and today the DocuSign DTM platform is used agency-wide.

## The Key Benefits

Schlaffer credits DocuSign with speeding business processes and eliminating time-wasting paperwork across NDOT. For example, the highway construction contract process used to take up to 50 days and now averages just 4.8. Another example is setting disadvantaged business enterprise (DBE) goals during the procurement process. "With DocuSign all the documentation is there, the person evaluating the project has all the information they need, so there are no delays," said Schlaffer. "The process went from as many as six months to under two weeks now, and some are done in five minutes."



Using DocuSign, we're putting Nevadans to work faster, making government more user-friendly, and increasing transparency and efficiency."

**Teresa Schlaffer,  
Business Process Analyst**



## Schlaffer credits DocuSign with speeding business processes and eliminating time-wasting paperwork across NDOT.

DocuSign also helped NDOT make its digital transformation. As recently as 2011, records were still stored on microfilm, but by 2015 NDOT was the first state agency to meet the legislative mandate to have all public-facing documents available to be filled out online (SB236). Employee hiring and onboarding is also more efficient. Instead of waiting up to 10 days for their new hire paperwork to be processed so they can get computer access, new hires now DocuSign forms weeks ahead of time so they're set up from day one. "The huge wins with DocuSign seem even bigger because of where we started," said Schlaffer. "It's almost miraculous."

Mobile signing capabilities help NDOT directors keep business moving when on the road. "We have seen the biggest win with DocuSign's mobile application," explained Schlaffer. "Directors can be out of the office for several weeks at a time. Sometimes paperwork would sit in the office for three

weeks waiting for a signature. Now they can sign on their iPads while in the field."

Perhaps most striking is how DTM from DocuSign helps NDOT quickly react to emergencies. In September 2014, torrential rains washed out Interstate 15 in southern Nevada, closing the highway. NDOT was able to execute emergency contracts and get the freeway opened in four days. "Before, the paperwork alone would take as many as 10 days, even in an emergency. Then you still needed time for the contractor to do the work," said Schlaffer.

Constituents have noticed the DocuSign efficiencies as well. In 2014, NDOT received Cashman Good Government Award for its use of DocuSign. Given by the Nevada Taxpayers Association, the award recognizes strong, continuing, and consistent effort to spend taxpayer's dollars wisely and efficiently, and the effective, open and accountable practice of creating a user-friendly government. "Using DocuSign, we're putting Nevadans to work faster, making government more user-friendly, and increasing transparency and efficiency," commented Schlaffer. "It's just good government."



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# Virgin Holidays' Paperless Office Takes Off With DocuSign

Eliminated materials costs of around £10,000 per year

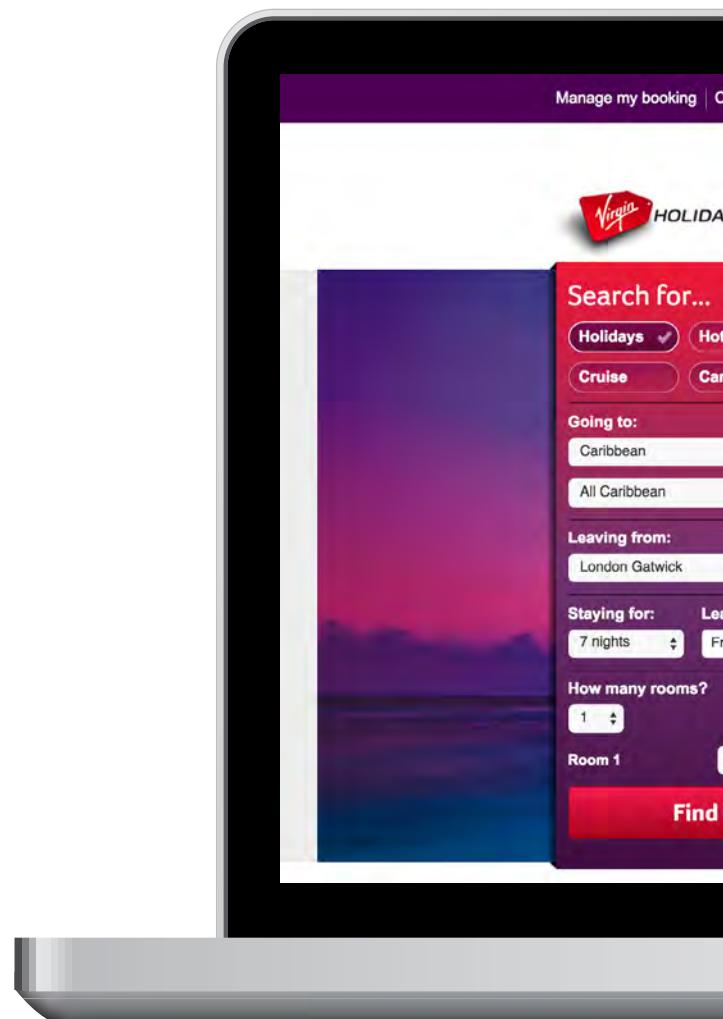
## Company's Top Objectives

Virgin Holidays has been arranging holidays since 1985 and is one of the UK's largest and most successful long haul transatlantic tour operators. The company provides travel to destinations all over the world from the Middle East to New Zealand and Australia, and is the UK market leader for travel to the USA and the Caribbean.

Founded on the Virgin principles of excellent customer service, value, reliability, responsibility and a sense of fun, it has used its entrepreneurial heritage and passion for innovation to benefit customers and communities around the world.

The brand is particularly known for the 'magic touches' it has brought to market. From the world's first dedicated airport leisure lounges to the Branson Centre of Entrepreneurship in the Caribbean, Virgin Holidays puts its customers and the communities it works with at the heart of its commitment to do things differently.

In 2013, it was once again voted Best Overall Tour Operator to the USA, Canada and the Caribbean at the prestigious, consumer-voted, British Travel Awards.



## Top Benefits Achieved

- ✓ Single unified filing and management of contracts in both Purchasing and Human Resources
- ✓ Enhanced security for employment contracts
- ✓ Cut signing time for customers from two weeks to 48 hours
- ✓ Eliminated materials costs of around £10,000 per year
- ✓ Processing of purchasing contracts has been cut from 2 hours down to less than 10 minutes
- ✓ The number of contracts that are centrally recorded has increased 100% during the past year

# Virgin Holidays has seen vast improvements as a result of DocuSign

## Challenge

DocuSign has been enlisted by two separate operating departments within Virgin Holidays, both with similar challenges to overcome.

The first group to install DocuSign was Virgin Holidays' Purchasing team, who wanted to centralise the filing of their contracts. At the time contracts were kept in a number of different forms and places creating challenges in tracking existing and in progress contracts – some of which could only be found in a team member's inbox.

Purchasing also struggled to get a full picture of active procurement contracts across the company, as many people would agree to contracts at a local level and either forget to inform Purchasing or send the contract several months later.

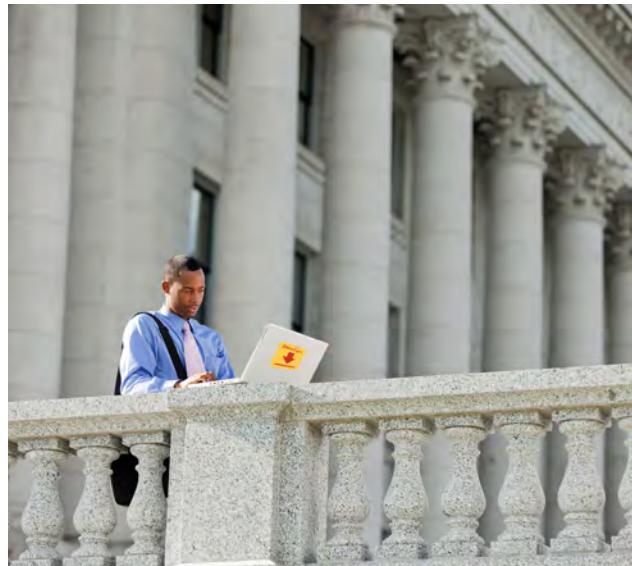
The second department to implement DocuSign was the Human Resources Department. The department had set a target of becoming paperless in order to ensure the security of the sensitive documents it handled and to reduce materials costs.

The department also faced the unique problem that Virgin Holidays would often recruit new staff for its retail outlets just a couple of days ahead of their start date. This required that contracts be processed and signed within 48 hours, but new employees were taking up to two weeks to sign and return.

## The Resolution

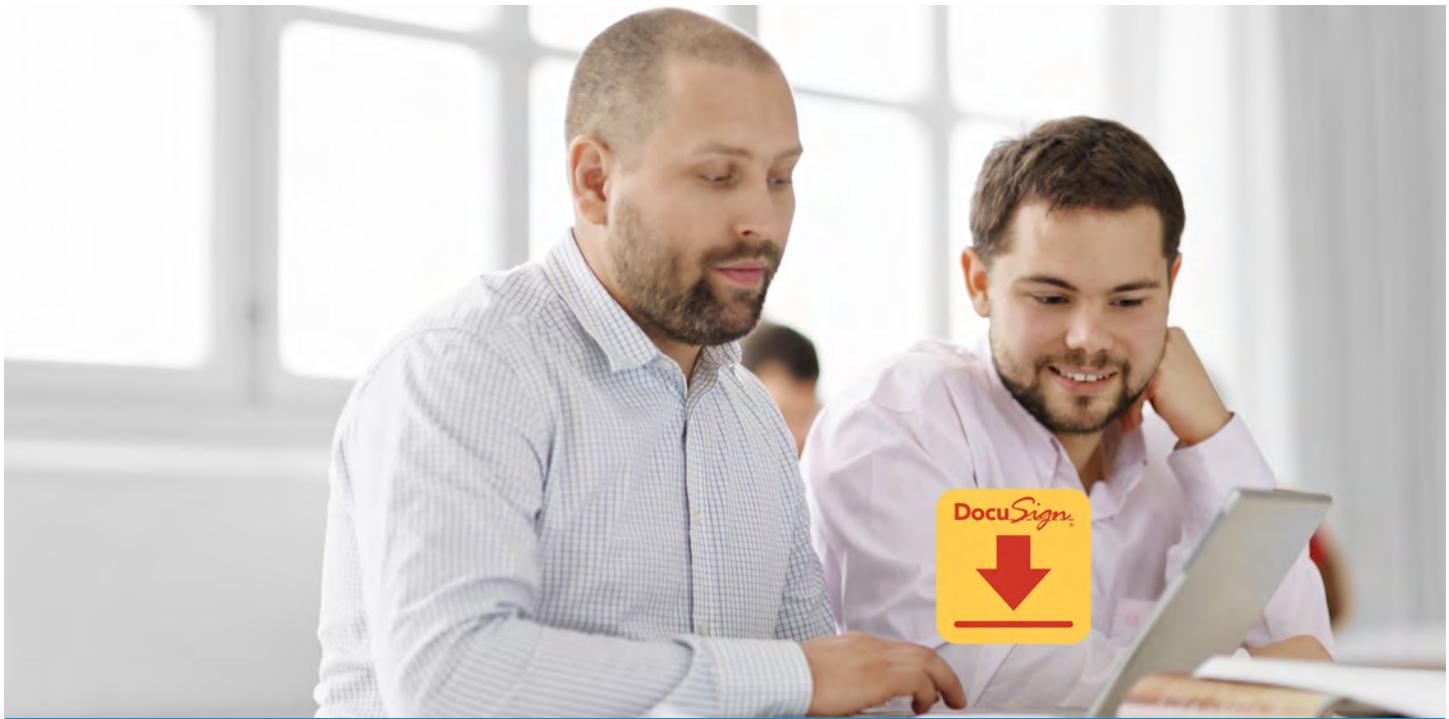
Both Virgin Holidays' Purchasing team and the Human Resources department installed DocuSign's transaction management platform to increase speed to results, reduce costs, and delight customers, partners, suppliers, employees and other constituents. Both departments have centralised contract storage and management, and are managing contract signing processes with suppliers and new employees via DocuSign. For Purchasing, the system is also employed to manage processing of contracts internally, ensuring all stakeholders in a deal have signed off a contract before it is released externally.

Both installations were completed within a month of the installation project beginning.



Our aim in working with DocuSign was to create a paperless office. We've achieved much more. Signing times are down hugely both internally and externally, admin time has been reduced massively, and we've saved around £10,000 per year in materials costs alone. For less than a month's work installing the system, DocuSign has been invaluable."

**Claire Willoughby,  
Human Resources Business Partner**



## The Key Benefits

In the management of their contracts, Virgin Holidays has seen vast improvements as a result of DocuSign. Administrative time tracking, filing and finding documents has been reduced massively.

"DocuSign's impact on our workload has been huge. We can now manage our contracts database far more efficiently, and it's drastically reduced the time we previously spent locating or filing documents," said Claire Willoughby, Human Resources Business Partner, Virgin Holidays.

DocuSign helped Virgin Holidays achieve what they set out to and more. For Purchasing, DocuSign has become an incentive for Virgin Holidays staff entering purchasing agreements to arrange them through the Purchasing department as it is now faster and easier than arranging their own paper contracts. As a result, Virgin Holidays has seen a 100% increase in recorded contracts during the past year.

In addition, processing of purchasing agreements internally, which used to take up to two hours has been reduced to less than 10 minutes.

"DocuSign was the carrot we needed to convince people to handle their contract centrally, and thanks to that we've got an unprecedented view of what is happening across the business with our contracting process," said Patrick Joint, Procurement Manager, Virgin Holidays. "DocuSign enables us to manage our costs far more effectively."

Human Resources reduced their time to signature from two weeks to two days, significantly easing the process of hiring staff at retail outlets, and estimates that it reduced materials costs by around £10,000 per year, depending on the number of new recruits.

The reduction of signing times was a massive advantage to Virgin Holidays, as it meant they could meet the short deadlines for hiring and bring on new talent faster. The Human Resources department is now examining further roll outs of DocuSign across other areas the team looks after, the Learning & Development department is next on its priority list.



"DocuSign® is the leader in eSignature and Digital Transaction Management, changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life and business moving forward."



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# Magna Powertrain Drives Efficiency and Compliance with DocuSign

## Summary

- Accelerated document signing from 1-2 weeks to less than a day
- Increased legal and industry standards compliance
- Improved visibility into document signing processes
- Decreased costs of paper, ink and lost productivity

Magna Powertrain is a premier supplier for the global automotive industry, with full capabilities in powertrain design, development, testing and manufacturing.

Magna's global purchasing organization needed a more streamlined and secure way to track and acquire signatures on supplier agreements, purchase orders, terms and conditions and other critical business documents. By implementing DocuSign eSignature technology, Magna Powertrain's purchasing department has accelerated signature acquisition, enabled process visibility and increased legal and industry standards compliance, all while saving time and money.

## Challenge

For the busy employees in Magna Powertrain's global purchasing organization, contracts, agreements, expense forms and other documents are a key part of daily business. Obtaining and tracking signatures from geographically dispersed suppliers and internal approvers was becoming increasingly challenging. "It was a tedious and time-consuming process," said Eric Stiebel, Strategic Commodity Manager for Magna Powertrain. "The first person would print, sign, scan and email a document to the next person who would then do the same. There was no easy way to track the signatory process."

In fact, gaining approvals could take up to two weeks, requiring valuable time from the organization's administrative assistant to track signatures and send reminders. Furthermore, keeping legible documents on file was crucial for legal reasons as well as for automotive industry standards compliance. Mr. Stiebel



**"DocuSign is saving us a significant amount of time and ink. We can get documents signed in a day from just about anywhere. No wasted time, no document confusion."**

commented, "We were wasting valuable time scanning and oftentimes the end product was not legible."

## Solution

It was time to end the sign-print-scan-repeat cycle. Mr. Stiebel began exploring eSignature technology last year as a way to automate the signature process and ensure legible and compliant documents. "We really like the security features and document storage capabilities that DocuSign offers," commented Mr. Stiebel. He says that DocuSign stood out as an eSignature provider, especially in terms of its user interface and mobile capabilities. He also liked DocuSign's security and certificate of authentication features.

## Results

Today, approximately 110 global purchasing employees at Magna Powertrain are using DocuSign to complete signature transactions. Internally, the purchasing organization uses DocuSign to secure signatures for expense reports, travel requests and sourcing approvals. "In the past," said Stiebel, "something might sit for a week or longer. Now we can get approvals the same business day."

Externally, Magna Powertrain uses DocuSign for scheduling agreements, purchase orders, non-disclosure



agreements, letters of intent and terms and conditions agreements. "When we have a contract or nomination letter we use DocuSign to capture the supplier's signature," said Mr. Stiebel. "DocuSign has decreased signing time substantially – plus, now documents are traceable, so we have visibility into where everything is in the signing process." Internally buyers are saving substantial time and the administrative assistant can now focus on other responsibilities. Magna Powertrain management likes being able to sign anytime, anywhere on their mobile devices. Externally Magna's suppliers have also given the company positive feedback on the convenience of using DocuSign.

Magna Powertrain's purchasing organization continues to find new ways to use DocuSign, customizing templates with Magna branding and making forms easy to complete and send. "DocuSign is saving us a significant amount of time and ink. We can get documents signed in a day. No wasted time, no document confusion." In fact, other internal functions at Magna are taking notice of how the purchasing organization has streamlined signatures. Magna Powertrain's corporate Accounts Payable department has already implemented DocuSign with other departments such as Program Management piloting and researching DocuSign. "DocuSign is a step forward in technology and a significant time saver," said Mr. Stiebel.

#### About DocuSign



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The procurement function in companies of all sizes is moving from paper-driven environments to fully digital workflows that reduce cost and simplify processes. Procurement leaders are looking to simplify processes, execute contracts faster, reduce risk, and increase compliance. Digital Transaction Management (DTM) from DocuSign helps you better manage supplier transactions and processes and improves the experience of both vendors and internal constituents.

## Improve Speed of Execution

Procurement success metrics are changing as the speed of business accelerates. Organizational agility can hinge on the ability to onboard new suppliers quickly, and internal customers are looking for faster execution of purchase requests. But executing contracts, onboarding vendors, and managing relationships using paper-driven processes is cumbersome and slow. Switching to DocuSign can greatly accelerate the process. Processes that once required days and weeks can be executed in hours and minutes. And automated reminders help speed the process along.

## Go Mobile

DocuSign's Digital Transaction Management platform provides native support for iOS, Android, and Windows Mobile, so requestors and approvers can conveniently review and sign purchase documents anywhere, any time. This helps speed the process along since you no longer have to wait for an approver to return to the office to sign key documents. And your approvers will appreciate the ability to sign off on documents when and where they have time.

## Improve the Experience for Requestors, Approvers, and Vendors

Procurement processes rely on requests and approvals from individuals scattered throughout the organization. Providing the necessary approvals in a timely manner is cumbersome and time consuming for all involved. With Digital Transaction Management from DocuSign, users have an intuitive, easy-to-use interface. They receive alerts and notifications in their inbox so they can quickly and easily move requests along. Advanced workflow capabilities enable requestors to customize signer order. By making the process faster and more efficient, everyone involved is more satisfied.

## Improve Visibility

With paper-based methods it can be hard to track where things are in the process, especially when documents such as NDAs, master service agreements, and vendor contracts are out for physical signature. With DocuSign, you can see exactly where each document is and who has yet to sign. Dashboards let you track current status, while reports enable you to track and analyze your progress over time.

## Reduce Costs

Paper transactions cost more than digital transactions. From the staff time required to create, distribute and track procurement documents to the out-of-pocket costs of printing, mailing, and overnighting fees, the cost of executing paper processes can be significant. One Fortune 50 Tech company that switched its global procurement processes to DocuSign realized a savings of \$70 per document.



## Integrate Easily with Your Existing Systems

DocuSign's Digital Transaction Management system is a cloud-based service that integrates with a wide variety of procurement systems and purchasing software, including Apttus, Ariba, Novatus, Coupa and more. And as a cloud service, you can get up and running quickly, whether you want to access DocuSign standalone or through another cloud solution or internal system.

## Improve Compliance

DocuSign can help you improve compliance with corporate purchasing policies. Complete audit logs capture date, time, and authentication method used for the signature, making it easy for you to verify signatures and agreements as necessary. Documents are archived and retained on DocuSign's servers so you'll have access to any document, any time you need it, with robust search capabilities.

## Procurement Use Cases

With DocuSign you can automate a wide variety of processes, including:

- RFP management
- Sole-source justifications
- Contracts and agreements
- Master service agreements
- Supplier compliance
- Purchase requisitions
- Purchase orders
- NDAs
- Statements of work
- Travel and expense policy
- Appropriate classification of contingent workers
- Background checks
- Onboarding contingent employees

## Sample Customers



### About DocuSign

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