

RE/MAX Ability Plus

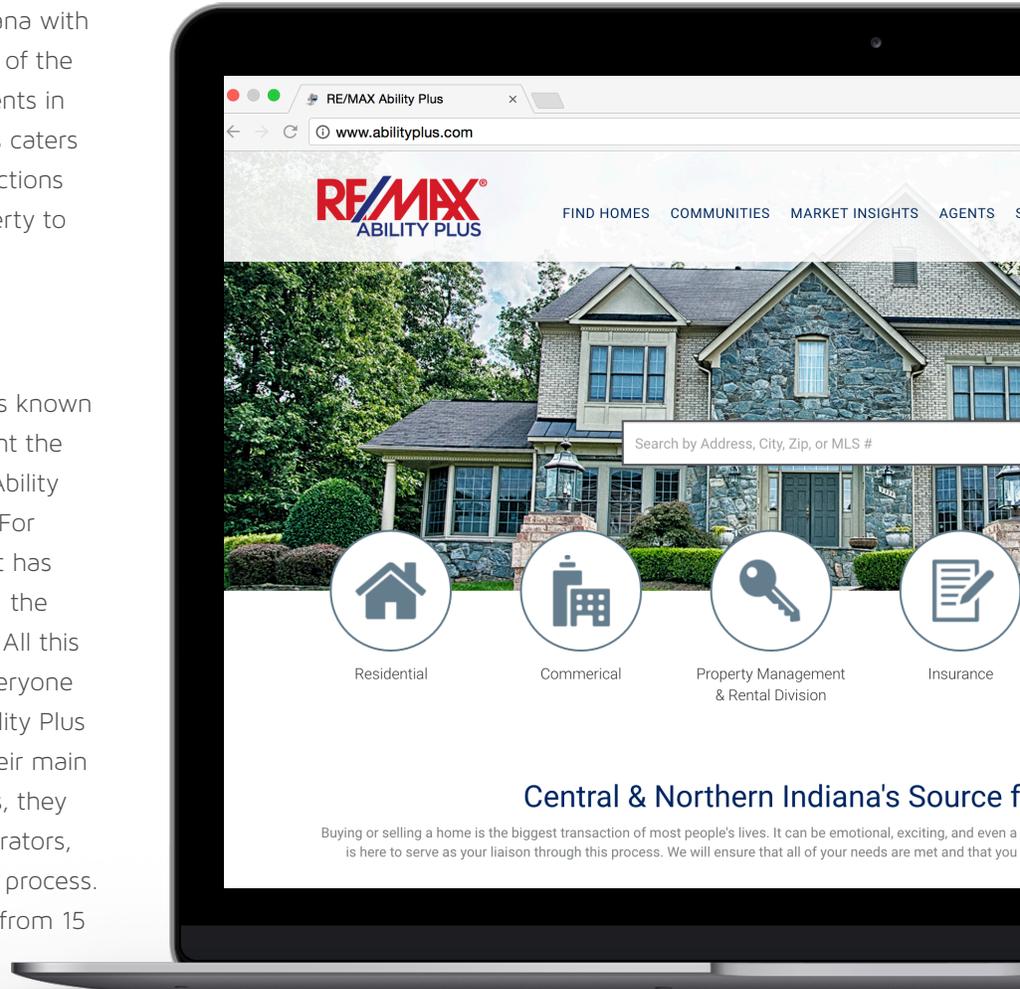
Brokerage reduces approval process from days to hours with DocuSign.

The Company

RE/MAX Ability Plus is based in Carmel, Indiana with over 200 agents across 9 offices and is part of the RE/MAX network of 85,000+ real estate agents in more than 85 countries. RE/MAX Ability Plus caters to a variety of clientele and manages transactions from sales of high-end homes to rural property to commercial spaces.

The Challenge

The process of buying or selling real estate is known for its complexities. When taking into account the multiple types of real estate deals RE/MAX Ability Plus handles, it is that much more difficult. For compliance reasons, almost every document has to be signed-off on by at least three parties; the client, the agent, and the managing broker. All this paperwork can create disorganization for everyone involved. Christina Pappas from RE/MAX Ability Plus explains, "our agents are 'people' people, their main focus is on their clients," and because of this, they rely on the assistance of the Office Administrators, such as Christina, to help manage the paper process. With each Office Admin assisting anywhere from 15 to 50 agents, and each agent working on multiple transactions at a time, keeping things organized and on schedule is no small feat.



Top Benefits Achieved

- ✓ Approval process reduced from days to hours
- ✓ Visibility into every agents' transactions
- ✓ Worry free audits with the comprehensive audit trail

Solution

RE/MAX Ability Plus turned to DocuSign to take their office processes digital through every step of the transaction. Using DocuSign Transaction Rooms and Signature, RE/MAX Ability Plus Office Administrators manage and track the progress of each transaction, helping agents to get approvals quickly. RE/MAX Ability Plus' agents can share and sign a document, ensuring their paperwork is in order from anywhere, on any device.

RE/MAX Ability Plus agents upload documents into Transaction Rooms from zipForm® Plus, DropBox, or other cloud storage tools they are already using. The Office Administrators are then automatically notified that a new document is ready for review and can approve it or send it for further signatures. RE/MAX Ability Plus created custom task lists to provide a clear outline for their agents to follow every step of the way, letting them know what is needed and when. When they close a transaction, there is a complete log of activity in case of an audit. Pappas adds, "it helps keep everything organized, and reassures everyone involved that we are keeping a close eye on their transaction so it can close successfully".

Results

"Everybody is on board!" Pappas exclaims. DocuSign Transaction Rooms and eSignature already integrate with the tools RE/MAX Ability Plus agents are using like zipForm® Plus, Dropbox, Google Drive and more, "It's convenient for our agents because everything is done in DocuSign, we don't have to use multiple platforms" explains Pappas.

Whether it's new agents or seasoned veterans, RE/MAX Ability Plus has been able to get everyone up and running by simply explaining the benefits. "As soon as agents realize how easy it is to share documents with clients, our team, loan officers, or anyone else, and how quickly they can get documents signed and approved, they are onboard," says Pappas.



"Agents used to submit paperwork on a Tuesday and not expect to have the document fully executed until the end of the week, now it's very rare to not get signatures and approval within a few hours of sending them,"

- Christina Pappas, RE/MAX Ability Plus

Transaction Rooms has sped up the approval process from days to hours. "Agents used to submit paperwork on a Tuesday and not expect to have the document fully executed until the end of the week, now it's very rare to not get signatures and approval within a few hours of sending them," declares Pappas. Speed is critical in real estate – missing a deadline can mean losing a client's dream house, and that is not a risk RE/MAX Ability Plus is willing to take.

RE/MAX Ability Plus relies on DocuSign's easy-to-use eSignatures, custom task lists, and real-time notifications to keep their transactions closing on time. Pappas explains, "[DocuSign] is not a nice to have, it's a must have".



About DocuSign

DocuSign offers transaction management services and is the NATIONAL ASSOCIATION OF REALTORS® Official and Exclusive provider of electronic signature services under the REALTOR Benefits® Program.

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