

San Diego Zoo Streamlines HR Processes with DocuSign for DynaFile

Housed on a 100-acre stretch in Balboa Park, the San Diego Zoo hosts an extensive menagerie of rare and endangered animals and is home to more than 700,000 exotic plants. In operation since 1916, the Zoo boasts the world's largest zoological membership association, and every year more than 5 million visitors pass through its gates to enjoy exhibits, tours, and educational programs. Today, the Zoo maintains its commitment to "saving species worldwide by uniting expertise in animal care and conservation science with a dedication to inspiring passion for nature."

A paperless HR department

One of the strategic initiatives of the Zoo's HR department in recent years has been to phase out paper and ink processes and to become a fully paperless operation. To start, this meant finding a storage system that could digitize and store the 87 boxes of paper files that the department already had on hand. Additionally, the HR department required a solution that would prevent the need to produce more paper in the future. As things stood, whenever new hires were brought onboard, paperwork had to be printed out and signed with a wet signature. Basic cloud storage just wouldn't cut it, as most solutions did not include a quick and easy way to get paper files into the system. Without eSignature capabilities, there would also still be a need to print, fax, and scan files back into the cloud every time a new hire joined the Zoo. If a solution was to succeed, it needed to be comprehensive, providing a practical conversion process, abundant storage, and an eSignature tool that would end the need for printing. That's why the San Diego Zoo turned to DynaFile and DocuSign.

A fully digital and integrated solution

The Zoo's HR department spent nearly a year serving due diligence in search of a cloud document management platform that helped them take their existing files paperless, affordably satisfied their storage requirements and allowed new-hire paperwork to be signed and stored digitally. After much investigation, they opted to go with DynaFile for their document management needs and DocuSign eSignature platform, which integrates with DynaFile and provides fully digital and secure electronic transactions.

Results



Reduced the time required to file, retrieve and manage employee documentation and obtain signatures for new-hire paperwork



Eliminated need for printing, faxing, signing and scanning new-hire paperwork



Provided an easy-to-implement, easy-to-use, secure DTM

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Stephanie Crise
HR Department
San Diego Zoo

Next step? A zoo-wide DocuSign rollout

With DocuSign and DynaFile, the HR Department at the Zoo has not only transferred its store of physical, paper files into cloud storage, but with DocuSign, it has also been able to keep operations paper-free and 100% digital. “DynaFile allowed us to automate the scanning process and house the 87 boxes of personnel and medical folders we had previously kept in physical storage in the cloud; and now, with DocuSign, we are taking our business digital,” says Stephanie Crise, Senior Human Resources Representative with the San Diego Zoo.

Laura Martella, Director of Human Resources at the Zoo, also reports that DocuSign has greatly simplified new-hire paperwork from end-to-end with its ease of use: “We can send out all of our onboarding paperwork online through DocuSign, have new-hires fill it out through DocuSign, have it sent back to us, and after it is approved, it’s archived in DynaFile’s storage cloud. With DynaFile’s segmented access controls we can now give Payroll access to just the documents they need. It’s quick, secure, easy – anyone can do it.” Martella also notes that being able to do away with paper processes like printing and faxing is already leading to cost savings for the zoo: “On paper alone the cost savings is in the thousands and possibly the hundreds of thousands when all is said and done.”

Since implementation and rollout of DocuSign for DynaFile in HR, other departments are looking to go digital have begun asking questions. “We have great plans to take other documents and processes paperless,” says Crise. “As we get more comfortable with these processes in HR, our goal is to share DocuSign and DynaFile Zoo-wide – to lead the way in making our Zoo a totally digital operation. DynaFile and DocuSign are helping us achieve our digital transformation so we are the model zoo – in terms of efficient operations – now and in the future.”

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Stephanie Crise
HR Department of San Diego Zoo

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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