

**Helping
Organizations
Achieve
Faster Value**

Introduction

The COVID-19 pandemic created a challenging IT environment where most government agencies and private sector organizations needed to quickly pivot in order to better serve customers and citizens during an unprecedented time.

Whether through enabling remote work or digitizing citizen services, many of these organizations rose to the task and rapidly transformed their efforts to ensure continuity of operations.

Organizations focused on digital transformation projects that could be easily implemented and rapidly deployed to thousands of users remotely, and whose value could be realized immediately—transformations such as videoconferencing and electronic signatures.

By achieving faster value through these types of IT modernization efforts, government and industry can continue scaling remote operations, and leveraging technologies that can be quickly deployed and seamlessly integrated to deliver a better experience and lasting value.

Achieve IT modernization quicker and easier with DocuSign eSignature

The transition to remote and hybrid work environments served as a catalyst for many organizations to kick start new IT modernization efforts. However, when looking at IT modernization through a holistic lens, it can be very overwhelming. Thankfully, it is possible to start any IT modernization effort quickly and cost-effectively with DocuSign eSignature.

A wide-range of government agencies and businesses were able to “start small” by rapidly deploying solutions that streamline and digitize all processes and agreements—allowing them to quickly ramp up mission and business success.

From accelerating access to citizen services by digitizing and streamlining paper forms and processes to increased cross-functional collaboration and productivity to meeting sustainability goals by being paper-free, many organizations embraced easy-to-implement solutions from DocuSign to achieve tremendous value through digital transformation efforts.

“We didn’t want to roll out something that would require a huge introduction. We’ll see a quick ROI because time is just as valuable as dollars—and we’re saving time all around with DocuSign.”

Kimberly Bailey
Chief Information Officer
City of Memphis

Rapid digital transformation in action

The following digital transformation success stories can serve as a foundational guide for helping organizations to achieve faster value.

The common thread between organizations that deploy this type of rapid digital transformation is that they don’t have to redesign their processes from the ground up or embark on a complex change management program to see value right away. Rather, by starting with DocuSign eSignature to achieve quick wins, organizations are enabled to tackle a fuller digital transformation later by modernizing other stages of the agreement process beyond the signature.

Delivering public services faster

New Mexico Education Retirement Board accelerated retirement processes from two weeks to two days with DocuSign eSignature

Driven by the COVID-19 pandemic, the state of New Mexico saw an increase in educational employee retirements, and the New Mexico Educational Retirement Board (NMERB) needed to rapidly streamline this effort. In addition, NMERB processes close to 300,000 documents as members go through the employment lifecycle each year.

Rapid successes

NMERB was able to go live with **DocuSign eSignature** in just six weeks. Before DocuSign, everything was on paper. It typically took two weeks (or longer) for a document—such as a retirement application—to get from the member to the employer and finally back to NMERB to be processed and scanned for digital record keeping.

As a result, it accelerated the retirement process from two weeks to only two days for its members. DocuSign also helped to ease the shift to remote work while keeping business running—and payroll checks flowing—in the new normal.

Now, members simply click a link to a PowerForm and are guided through a quick, automated process. Errors were drastically reduced, and the average turnaround time is significantly shorter.

Read the full case study [here](#).

“We're looking forward to a really successful 2022 where we'll have most of our documents coming to us in a digital format.”

Lawrence Esquibel
Deputy Director
NMERB

2 days
Average document
turnaround time

↑
NMERB employer
and member
experience

6 weeks
Implementation

Memphis uses DocuSign to bring speed and visibility to procurement

Memphis is an innovative city that understands the importance of being—as Mayor Jim Strickland said—“brilliant at the basics” while continuing to push the envelope. And it’s a place that more and more young people and entrepreneurs are calling home.

In the face of COVID-19, Memphis fast tracked part of its digital roadmap—accelerating the shift from paper-intensive agreement processes to simplified, electronic workflows with DocuSign. This included the procurement process for spending millions of dollars for goods and miscellaneous services every year.

Rapid successes

As a result of its citywide usage, the City of Memphis sped up its procurement cycle by nine times, and achieved much faster ROI overall.

Read the full case study [here](#).

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9x faster
procurement cycle

↑
Quick ROI

17 divisions
city-wide use DocuSign

Spend more time with customers, not processes

Springbuk designs a faster path from opportunity to deal with DocuSign Gen for Salesforce

Springbuk is a health intelligence pioneer in the employee benefits space. Its flagship platform gives thousands of employers the insights they need to sharpen their benefits strategy, advance employee health and contain costs.

Rapid successes

Using **DocuSign Gen for Salesforce**, Springbuk's lone Salesforce admin saved her colleagues loads of time by enabling them to automatically generate customized agreements from the system they're already working in.

When the company saw that DocuSign Gen could address Springbuk's increased complexity in generating contracts, and that it was integrated with both Salesforce and eSignature, they launched the solution in just two weeks.

Read the full case study [here](#).

“DocuSign is about making our teams as efficient as possible so we can spend more time with our customers.”

Haley Snow
Salesforce Administrator
Springbuk

2 weeks
to implement

5 minutes
saved per contract
generated

3x faster
agreement process
with DocuSign Gen
+ eSignature

Accelerate critical processes in finance

FineMark Bank Adds Speed and Ease to its Operations and Client Experience with DocuSign

Since 2007, FineMark National Bank & Trust has grown to more than 200 associates and bank assets totaling \$2.5 billion, and credits much of its success to staying true to its mission: To build extraordinary relationships by going above and beyond. This means putting the client first and always seeking new and improved ways to serve their clients at the highest level.

One of the latest improvements came after the President and CEO wondered why clients were jumping through hoops to sign documents.

Rapid successes

FineMark decided to implement DocuSign CLM, and the ROI was immediate.

Read the full case study [here](#).

Conclusion: Rapid and easier IT modernization

These organizations are prime examples of how to achieve rapid value through digital transformation leveraging DocuSign's solutions. Thanks to the ease-of-deployment that DocuSign offers, these IT modernization efforts were very simple, and many were able to digitize critical forms in an afternoon.

Learn more about the [DocuSign Agreement Cloud](#).

“We took onboarding new clients into our systems from a 12-hour process down to the click of a button. When you’re looking at 200 to 300 accounts per month, that’s a pretty high volume.”

Kim Wargo
Associate Vice President
FineMark National Bank & Trust

90% decrease
in time to prepare trust
packet documents

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, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

DocuSign, Inc.
221 Main Street, Suite 1550
San Francisco, CA 94105

[docuSign.com](https://www.docuSign.com)

For more information
sales@docuSign.com
+1-877-720-2040