

# New Digital Transformation Tools

Each year, nearly \$40 billion dollars are spent on paper-intensive, manual processes at government agencies. Transforming manual processes into automated experiences with digital tools can save time and enhance productivity, creating a better experience for employees and constituents.



Pulse and DocuSign surveyed 100 technology executives working in government industries to understand the usage of digital tools and how important they are to digital transformation.

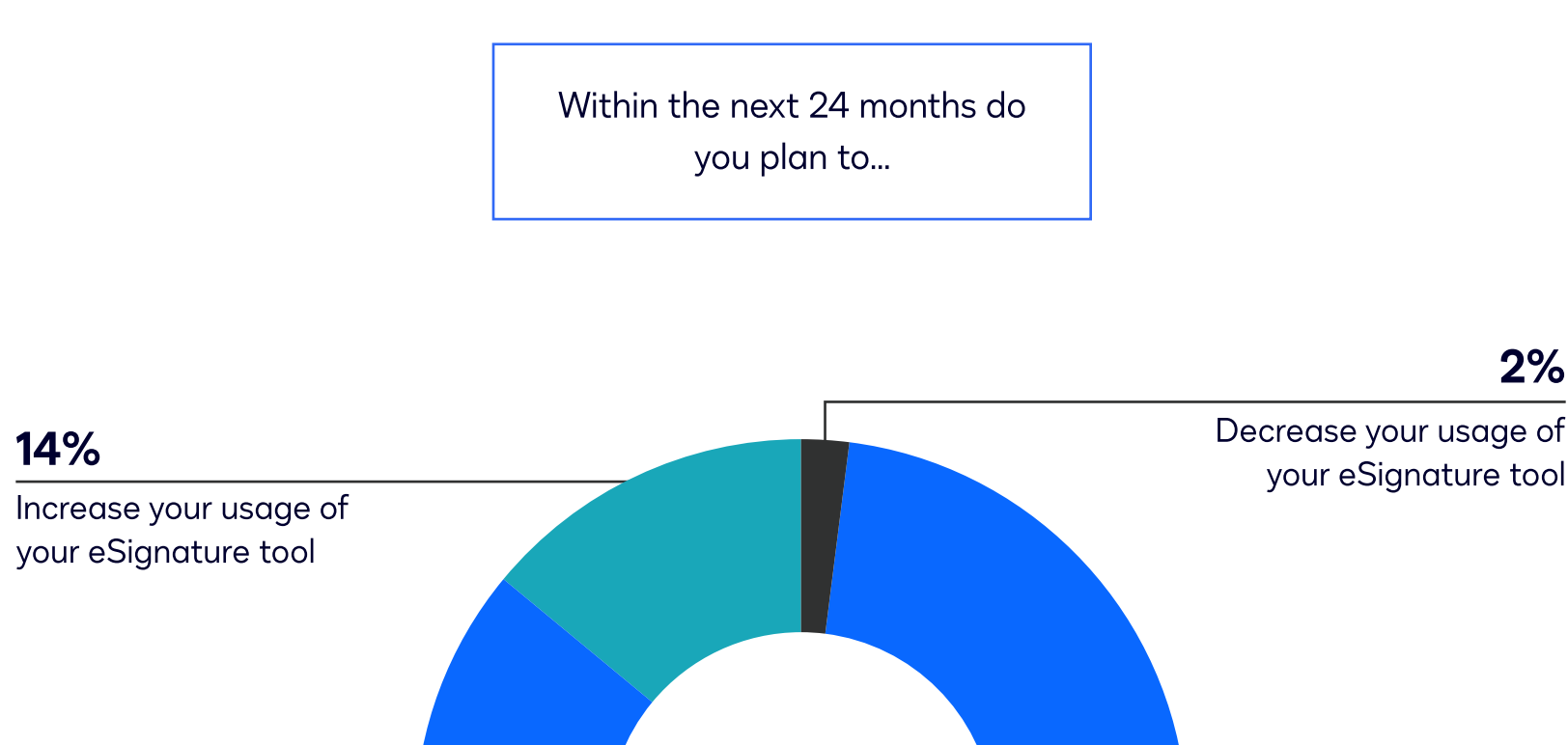
Data collection: August 31 - October 19, 2021

Respondents: 100 technology executives

## Majority have adopted an eSignature tool in the past 12 months, and 98% plan to maintain or expand their usage

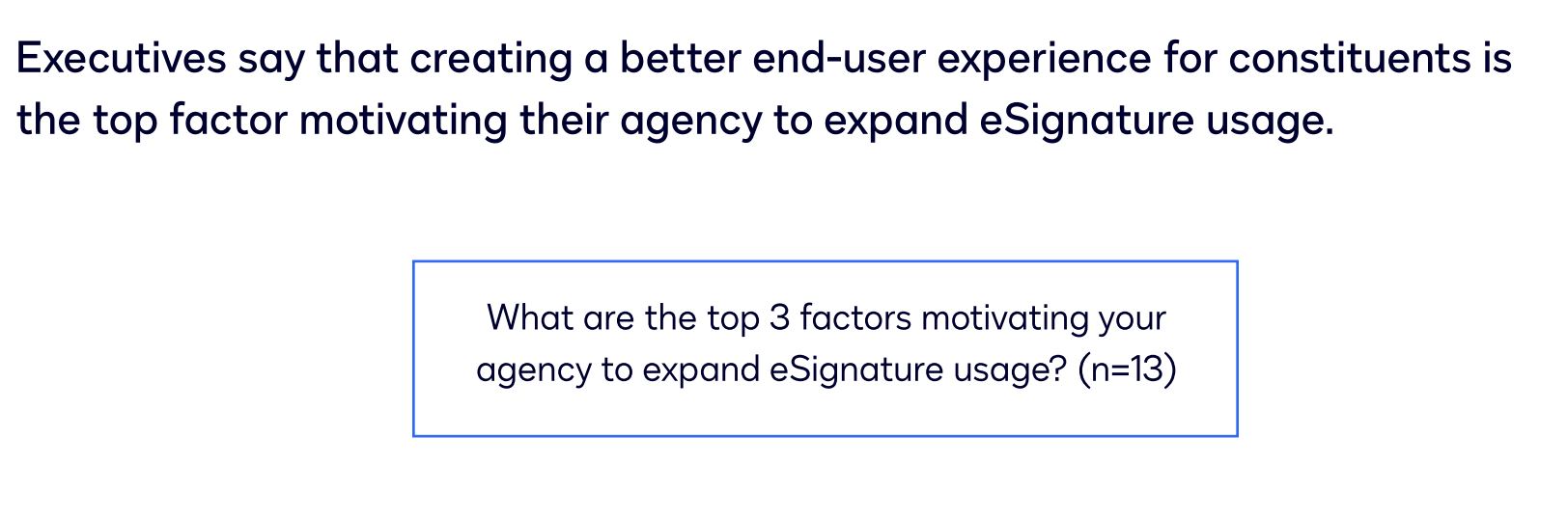
53% of executives have adopted an eSignature tool within the last 24 months and 38% of executives have implemented it more than 24 months ago.

Have you adopted an eSignature tool within the last 24 months?



98% of those who have an eSignature tool (n = 91), plan to maintain or expand their usage.

Within the next 24 months do you plan to...



Executives say that creating a better end-user experience for constituents is the top factor motivating their agency to expand eSignature usage.

What are the top 3 factors motivating your agency to expand eSignature usage? (n=13)



“[eSignature usage helps us to have] faster signing processes and easier ways to manage contracts and signatures.”

- C-suite, government, 1,001 - 5,000 employees

## DocuSign solutions can streamline processes and enhance productivity

Executives whose primary eSignature partner is DocuSign say it has improved efficiency and increased their digital transformation.

Thinking broadly about DocuSign's role in your business, in 1-2 sentences please share with us the ways in which DocuSign has impacted your organization. (n=11)

“We feel it has enhanced productivity, increased our digital transformation and has assisted greatly with our security/compliance posture.”

- Director, government, 501 - 1,000

“It allows us to streamline many of our internal processes and save time.”

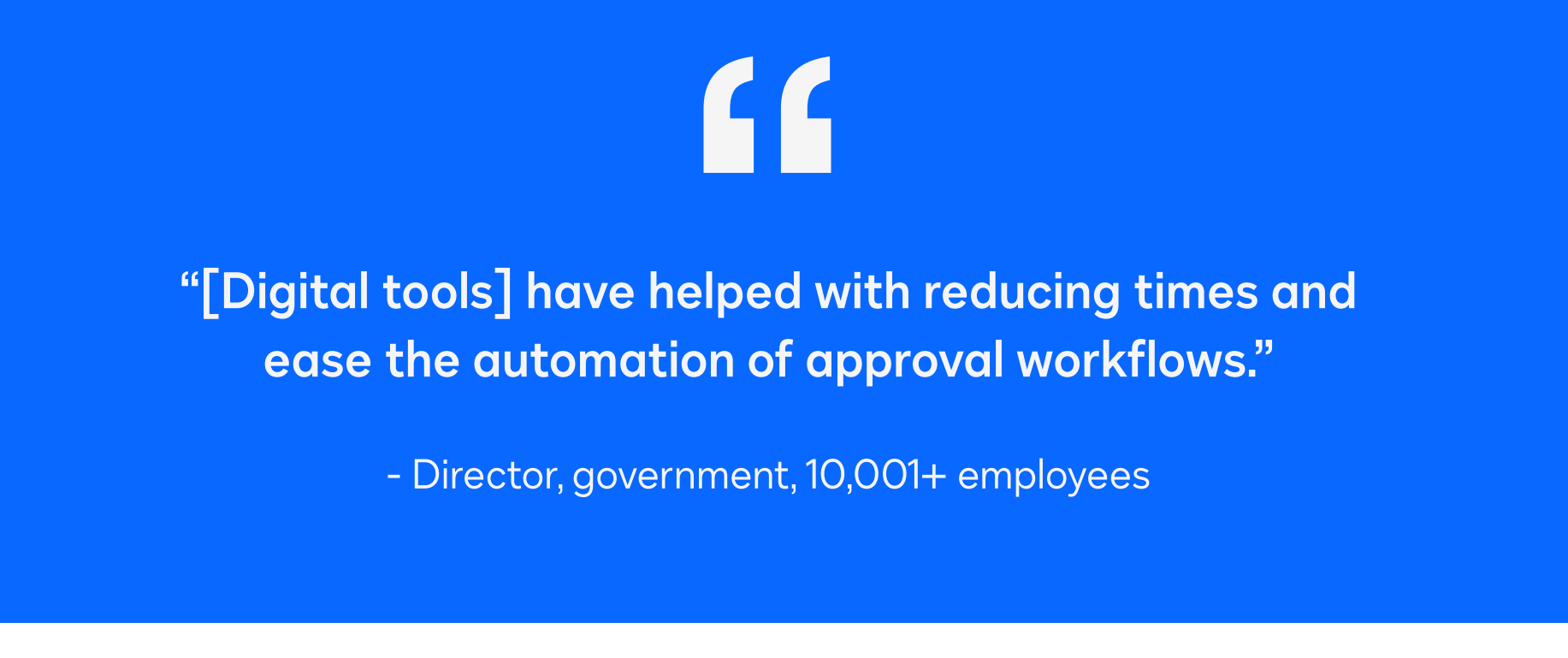
Director, government, 1,001 - 5,000 employees

In addition, more than half (55%) of respondents whose primary signature partner is DocuSign are planning to increase their usage of their eSignature tool, and none plan to decrease use.

## Most are prioritizing investments in digital transformation for constituent-facing experiences

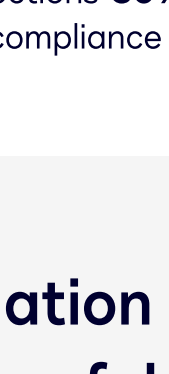
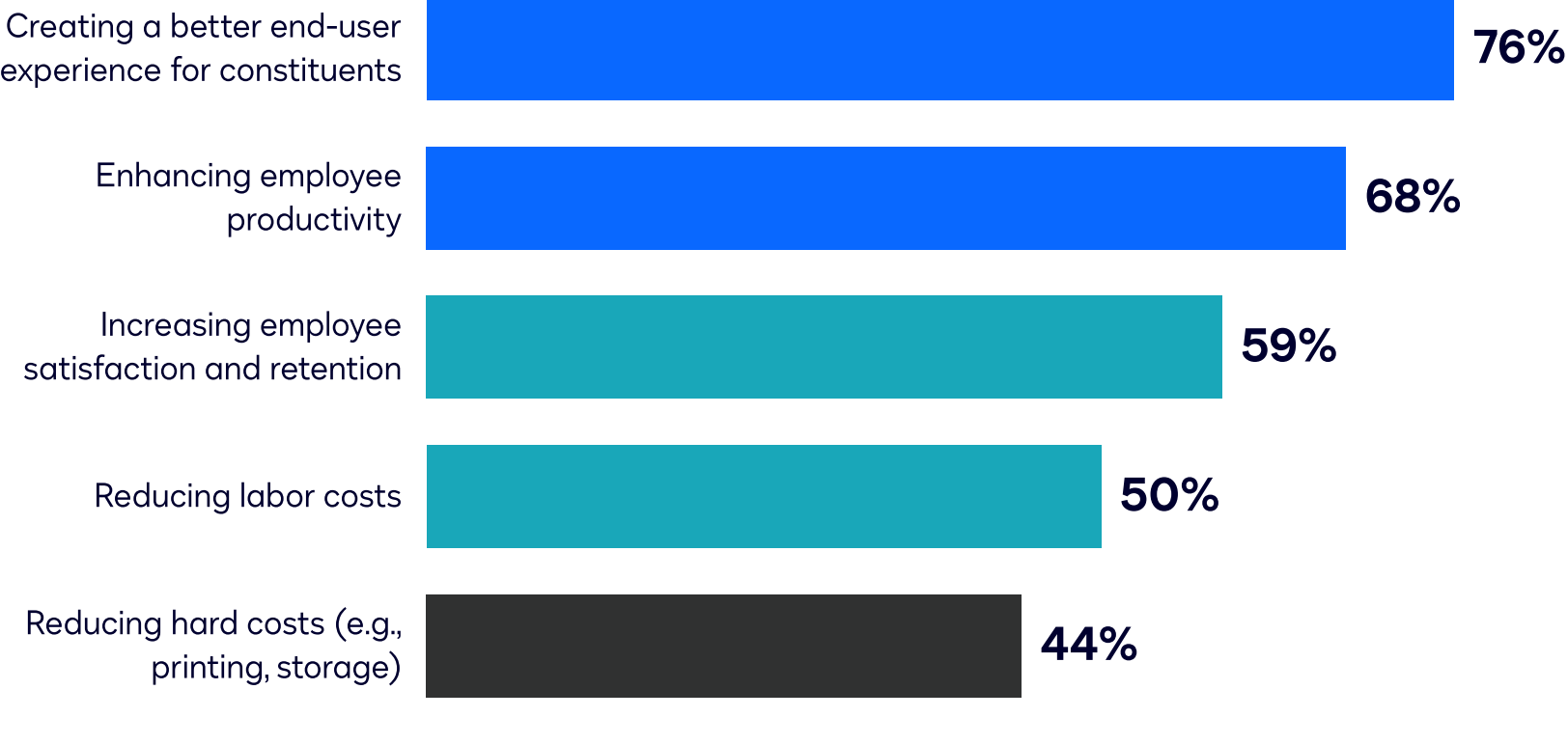
Almost half (49%) of executives say that digitizing workflows is a high priority at their agency.

On a scale of 1-5, how high of a priority is digitizing workflows at your agency?



82% of respondents expect their agency to spend between \$500,001 and \$3,000,000 on digital transformation/renovation over the next 2 years.

How much do you expect your agency will spend on digital transformation/renovation over the next 2 years?

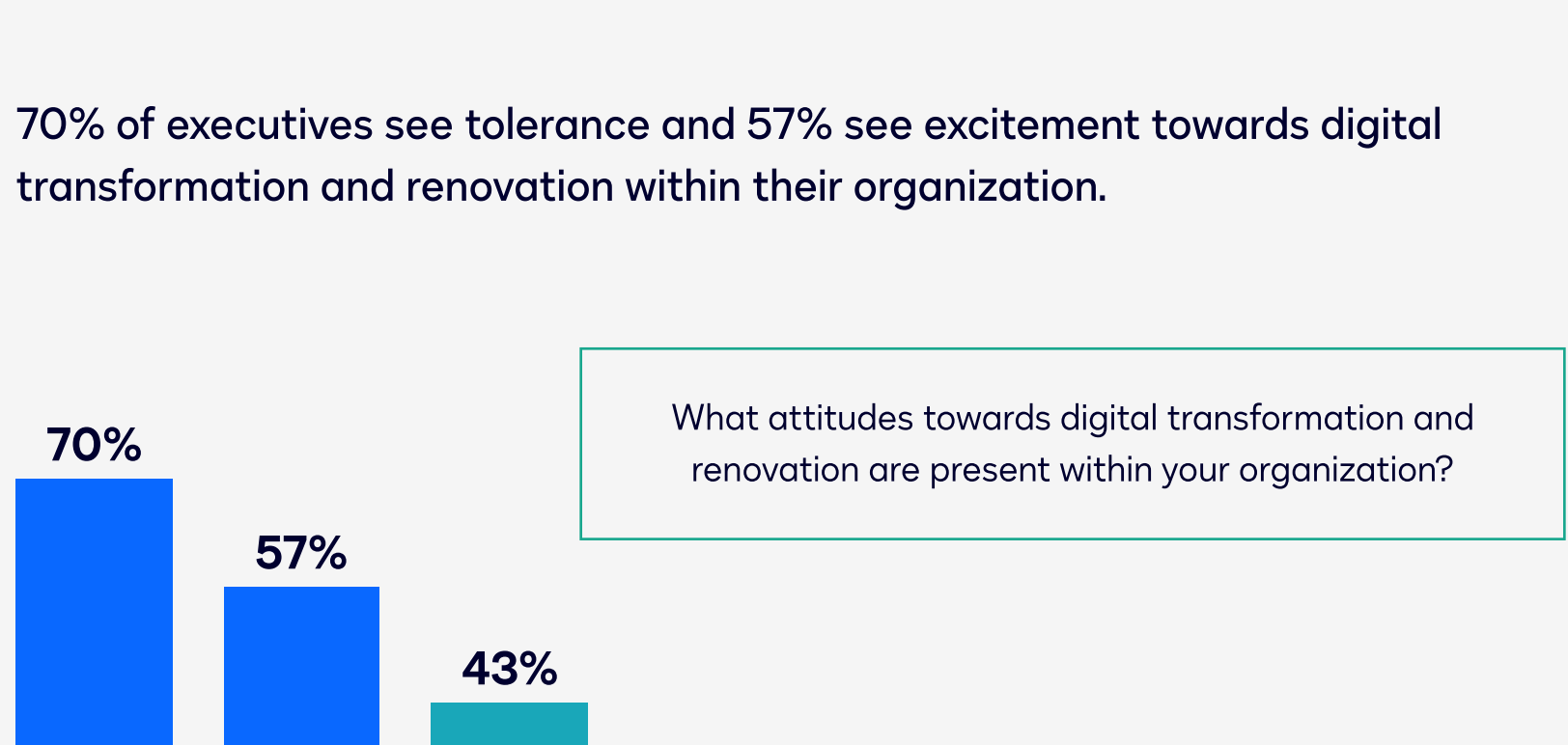


“[Digital tools] have helped with reducing times and ease the automation of approval workflows.”

- Director, government, 10,001+ employees

Top priorities for digital transformation include creating a better end-user experience for constituents (76%), enhancing employee productivity (68%), and increasing employee satisfaction and retention (59%).

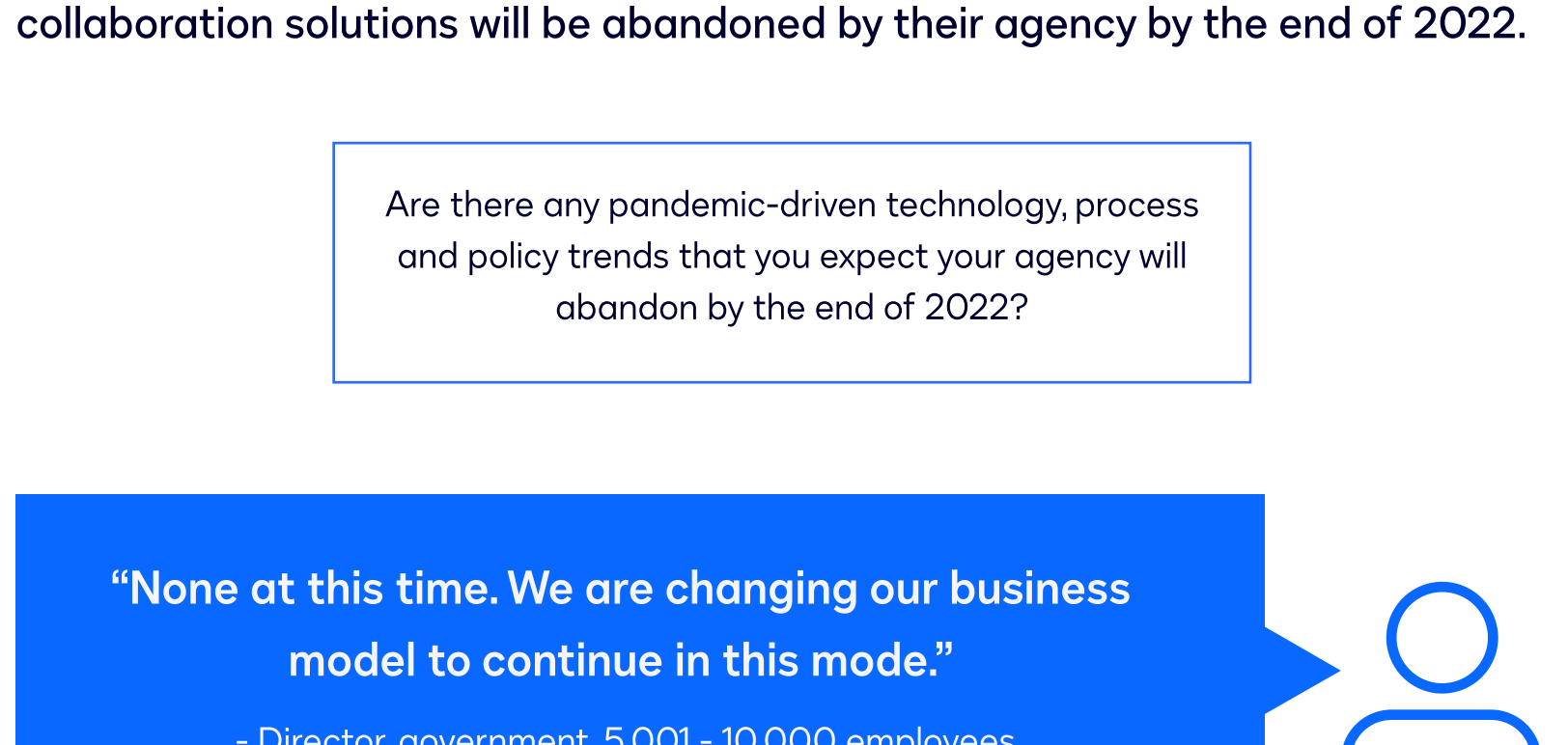
What are your current top priorities when it comes to digital transformation at your agency?



## Digital transformation projects have not been 100% successful—and most sense tolerance towards them

Almost two-thirds (65%) of respondents say their agencies' digital transformation projects have had a 51%-75% success rate.

In the last 12 months, what has been the success rate of digital transformation projects at your agency?



70% of executives see tolerance and 57% see excitement towards digital transformation and renovation within their organization.

What attitudes towards digital transformation and renovation are present within your organization?



In addition, 87% of C-suite level respondents see tolerance towards digital transformation.

## Many pandemic-driven technologies are here to stay

Most predict that pandemic-driven technology, process and policy trends are here to stay with the exception of some predicting remote meeting tools and collaboration will be abandoned by their agency by the end of 2022.

Are there any pandemic-driven technology, process and policy trends that you expect your agency will abandon by the end of 2022?

“None at this time. We are changing our business model to continue in this mode.”

- Director, government, 5,001 - 10,000 employees

“[We anticipate abandoning] video conferencing & remote collaboration tools.”

- Director, government, 1,001 - 5,000 employees

Deliver public services faster by transforming manual processes into automated, digital experiences with the DocuSign Agreement Cloud for Government. [Learn more about DocuSign's solutions.](#)

## RESPONDENT BREAKDOWN

REGION



TITLES

COMPANY SIZE

