

Key Stats:

- More than 400,000 paying customers and hundreds of millions of users worldwide
- More than 500 partners worldwide, including Salesforce, SAP, Microsoft, Google, Apple, and more
- Over 86% of DocuSign agreements are completed within one day; 62% in one hour
- Available in 43 languages

Key Value & Benefits

DocuSign® is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

- **Accelerate Speed-to-Results:**
Documents get completed and signed error free in minutes, radically accelerating cycle time to generate results – and revenue – sooner.
- **Reduce Operating Costs:**
Reduce employee time spent preparing, sending, tracking, reconciling and handling documents, and eliminate paper, ink, printing, faxing and mail costs
- **Accurate & Secure Transactions:**
Collect data electronically and automatically update information in existing systems – eliminating the need to rekey data. Everything stays legal and visible with a complete audit trail
- **Delight Customers:**
Provide customers with a delightful experience with the convenience of anywhere, anytime, any device access for completing documents – including mobile

Why Customers Choose DocuSign



Easiest to Use

- Built to address the most complex global enterprise requirements; easy-to-use by anyone, at anytime
- Robust feature-set including reusable templates; intuitive user interfaces; cross-platform signing; etc.



World-Class Customer Programs

- Customer Success Management Program enables customers to maximize the value of their investment
- Multi-tiered Support (community, customer support portal, 12x7, 24x7)
- DocuSign University – comprehensive, world-class training program for customers, employees & partners



Powerful Platform

- DocuSign is the global standard for Digital Transaction Management (DTM)
- Can integrate with existing business systems quickly and seamlessly
- Cloud-based service enables rapid deployment, unparalleled innovation, enterprise security, access from anywhere, cost efficiency and 99.99% uptime
- Legally enforceable & compliant (audit trail)



Bank-Level Security

- DocuSign launched the xDTM Standard
- DocuSign is ISO/IEC 27001 certified and has integrated Comprova and OpenTrust certificates
- Security processes including third-party penetration testing, risk management program
- Secure technology: Multiple vendor and geo-diverse redundant data centers, digital audit



Robust Partner Ecosystem

- DocuSign Partner Program and a community of over 50,000 developers
- Hundreds of solutions integrations with an average of 60 new integrations per month (e.g., Salesforce.com, Microsoft Dynamics, Box.com, Office 365, Google Apps, Apttus, SAP, etc.)
- Industry standard eSignature REST API rated #1 by ProgrammableWeb, enabling lightning fast integrations, SOAP APIs and world-class dev tools

Use Cases

There are hundreds of use cases within an organization. Some of the most popular are:



Sales:

sales order processing, deal term negotiation



HR:

new hire paperwork, vendor and candidate NDAs



Finance:

audit signoff, invoice processing



IT/Operations:

change requests, maintenance authorization



Legal:

contracts, internal compliance



Marketing:

event registration, photo release, NDAs



Facilities:

work orders, lease agreements



Support:

account change, service/work orders



Product Management:

release management, code review reporting



Procurement:

purchase order, master service agreement

Customers



Most Complete Solution

DocuSign is the fastest, most secure way to make every approval and agreement digital.

Customers depend on DocuSign for three reasons:



- **Choice:** DocuSign works with more of the applications, services, and devices you already use in your business



- **Experience:** DocuSign is simpler to use, implement, and manage, driving immediate user adoption



- **Trust:** DocuSign is the most reliable and globally trusted service for digital transactions

Key Features

Sign Online or In-Person

DocuSign makes it easy to securely collect information, automate workflows and legally sign any document electronically – whether you're online or face-to-face. Users can sign in 43 languages.

Mobility Solutions

Link your account to any of the DocuSign mobile apps for iOS, Android and Windows – or via mobile browser. Offline mobile signing also available for iOS with Premium Account.

Company Branding

DocuSign lets you add your company logo, change colors, and customize email copy and links to ensure your recipients can easily identify documents coming from your organization.

Central Administration

Whether it's five people or 50,000, you can easily set up users, create groups, and assign privileges. And central document storage and reporting helps you keep tabs on everything going on across your organization with ease.

Advanced Forms & Data

Your signed documents almost always include data in addition to signatures. DocuSign offers the most complete forms support to help you automate, collect and share data accurately in real-time, eliminating errors and rework.

Advanced Workflow

Go beyond signing to approving, negotiating terms or serving as agent. Control which documents each recipient can view. Specify what signers need to provide to you immediately or as follow-up.

DocuSign Open eSignature Framework

Use DocuSign's open eSignature integration framework to customize and integrate into their existing business solutions using DocuSign's #1-rated eSignature REST API or SOAP API. Developer resources help you get up & running fast.

Payments

DocuSign is the first DTM solution to offer integrated ePayment. Sign and pay in one step using a credit card or PayPal.

Authentication

Advanced user authentication options include ID check, phone authentication, student authentication, cloudbased digital certificates and more.

Connectors

DocuSign has over 100 pre-built connectors to integrate into the workflow of existing business apps, including Salesforce, Microsoft Dynamics, SugarCRM, Ariba, and Google Apps. There are also hundreds of integrations available in DocuSign's Solution Showcase.

ROI Points

Customers who use DocuSign in a range of industries report improvements to critical business processes such as:

- 59% of all sales contracts close within 15 minutes (Salesforce)
- Increased Revenue By \$3.094M Annually (Wyndham)
- Close Rates Up 30% (Comcast)
- Contract Execution Cut To Less Than 1 Hour (CenturyLink)
- Cut Days To Cash From 120 to 30 (LinkedIn)
- Use Of Salesforce Up 300%; 500 Non-Productive Admin Hours Slashed (DuPont)
- Close Rates Doubled From 24% to 50%; Not In Good Order to 0 (Valic)
- Loans On The Books In 1 Day Instead Of 10 More Than Pays For DocuSign (Tulsa Teachers Credit Unions)

Customer Pain Points

- Our employees spend too much time getting contracts signed after getting to 'yes'
- We completely lose visibility into contract status after emailing, faxing or overnighting
- We need to send and sign on mobile devices
- We want to move to the cloud, but we still need to integrate into a number of existing systems
- We need a solution that works globally

Key Roles to Target

- Sales – VP of Sales,
- Sales Ops Manager
- HR – Chief People Officer, VP of HR
- Finance – CFO, VP of Finance,
- Procurement Manager
- Legal – Chief Legal Officer,
- General Counsel
- Marketing – CMO, VP of Marketing

Qualifying Questions

- What is your current process for obtaining signatures? What kinds of documents are signed?
- How do you currently send contracts? Overnight? Fax? Email?
- What paper intensive processes at your company could be improved with automation?
- What CRM system do you use?
- How do you track the signature process on your contracts?
- How do you input the data into a system after a contract is signed?

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of its cloud-based System of Agreement Platform, DocuSign offers eSignature—the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time—and SpringCM, a scalable, secure contract and document management solution. Today, almost 430,000 customers and hundreds of millions of people in more than 180 countries use DocuSign to accelerate the process of doing business and simplify their lives.

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