

INDUSTRY BRIEF

State and local governments need to cut costs and drive greater levels of efficiency while still maintaining high levels of constituent service. Recent IDC research showed that government is one of the most document-intensive—and paper-intensive—sectors in the economy. But relying on paper-based forms to gather information and signatures, route for approvals, and archive them is cumbersome and wastes staff hours. Switching to paperless processes using DocuSign enables governments to do more with less—and improve the quality of citizen interactions.

Improve Constituent Services with 21st Century Tools

DocuSign's Transaction Management Platform allows Government to transact business digitally anytime, anywhere, on any device, in a manner that is secure, legal, and easy to use. Replacing paper-intensive processes and allowing constituents to conduct business through their PC or mobile devices speeds time to provide service and improves constituent satisfaction. And you don't need to change your processes; DocuSign works with your existing forms and documents, conforms to existing workflows and approval processes, and integrates with back-end systems. DocuSign has literally saved lives in Butte County, California where it is used to process warrants. An armed man was threatening his neighbors and rather than waste hours driving to a remote judge, officers using DocuSign were able to obtain a warrant to enter his premises in minutes.

Go Digital Without Huge Up-front Investments

Maintaining separate platforms for each type of government transaction is highly inefficient, and with DocuSign it is no longer necessary. DocuSign meets the needs of a wide range of government services. The State of North Carolina has standardized on DocuSign for e-signatures and e-forms, automating processes such as boards and commissions applications for the Governor's Office, Department of Safety Juvenile Justice grant processing, Department of Transportation roadway design plans, Office of State Controller electronic funds transfer participation agreements, and many more.

Increase Data Security and Privacy

As trustees of public funds, confidential data, and public records, government entities must conform to a higher level of due diligence. DocuSign can help improve your compliance stance by providing greater visibility into who has – and has not – signed key documents, and automatically storing documents for retention and archival, either on DocuSign's servers or behind your firewall. DocuSign consistently meets auditor's requirements and complies with state UETA laws as well as the U.S. E-SIGN act as a valid signature. DocuSign maintains compliance with a large number of payment, financial, and security standards including PCI, ISO 27001, and TRUSTe, and operates SSAE 16 certified datacenters.

Increase Efficiency in Internally-Facing Processes

Governments have many internal processes that depend on forms and signatures, such as employee onboarding, travel and reimbursements, audits, and benefits and retirements programs. Many require multiple forms to be completed, signed, routed, and archived. DocuSign streamlines every step of this process. The State of North Carolina implemented DocuSign for travel authorization and reimbursement, reducing processing time for expense reimbursements by 80%, cutting error rates by 50%, and saving \$325,000 annually in printing, storage, and processing costs.

Mobile Enablement

The world is going mobile. Constituents and government employees want to access documents and systems on any device. DocuSign's native apps for iOS, Android, and Windows 8 let them sign on their smartphone or tablet. DocuSign also supports in-person signing using mobile devices, enabling you to use electronic signatures even when constituents or employees visit government offices in person.

Payment Integrations Ease Collection of Fees

Many processes such as permit applications and license renewals require you to collect fees. DocuSign integrates with back-end payment services such as PayPal and enables complex payment calculations in real time. You can collect payments online, at the point of signature. This facilitates end-to-end electronic workflows, provides superior constituent experience, and alleviates your IT staff the burden of performing the integration themselves.

Electronic Notary

Many state and local government document workflows such as title transfers require notarization. DocuSign has pioneered an electronic notary solution enabling senders to specify a notary, and the signer to perform the signing at the notary's office.

State and Local Government Use Cases

With DocuSign you can automate a wide variety of processes, including:

- Travel and expense forms
- Permitting processes
- Hiring processes
- Employee benefit and consent forms
- DMV forms and processes
- Disability program forms
- Grant processes
- Compliance processes
- Inspections
- Audits
- Public health programs
- Social services programs
- Community college admissions and financial aid
- Incorporation forms
- Housing programs
- Childcare and family assistance programs
- IT asset management
- Payroll and finance processes
- Department of Transportation construction documents

Sample Customers



For More Information

Contact your account executive to learn more about how DocuSign can help you automate the sales contracts process, while reducing operating costs and improving your company's reputation.

About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.