



LEAP LEGAL SOFTWARE

LEAP Legal Software's practice management software helps small law firms run more efficiently. LEAP offers a number of services, including automated legal documents, time recording and billing systems, management and storage of client correspondence, and law firm marketing and websites. These services help firms save time on operational tasks and increase profitability.

CHALLENGE

LEAP is already the number one software solution for small law firms in Australia and is expanding rapidly across the US and UK. With its sights set on international growth, LEAP needed to accelerate and simplify customer agreements. The business had implemented Salesforce to streamline processes but was still wasting hours preparing and managing contracts and renewals. Each agreement was created using a mail merge in Salesforce and then emailed to the rep who would make modifications. The agreement was then sent to the customer who would amend it again before printing, signing, scanning and sending it back.

The process was not only inconvenient but resulted in a mismatch between the data in Salesforce and the details on the final agreement. This impacted forecasting and reporting, and created the potential for pricing disputes.

SOLUTION

LEAP needed a solution that would help it prepare and manage agreements digitally with a higher degree of automation. DocuSign for Salesforce was an ideal fit. It was scalable, secure and well-known by customers who had no hesitation signing electronically once LEAP made the switch to DocuSign.



RESULTS

40+

hours saved per week



25

minutes saved per contract



2 FULL

time resources moved away from managing renewals



"We're a fully digital business and any solution we use needs to be cloud-based and integrate with Salesforce. DocuSign ticked all the right boxes and we were able to get it up and running in just one week," said Chris Chahinian, Global Business Systems Manager at LEAP.

LEAP is now using DocuSign alongside Drawloop so that sales representatives can create and send agreements from Salesforce with just a few clicks.

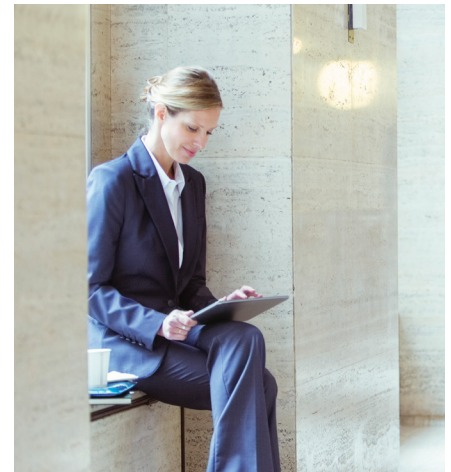
RESULTS

Agreements can now be created and sent in three minutes flat – much faster than the 30 minutes sales representatives previously spent mail merging, formatting and emailing. Also, agreements are pre-filled with data from Salesforce and the fields are locked down in DocuSign, so neither sales representatives nor customers can make unauthorised changes. This ensures that what is in Salesforce is reflected in the signed contract, removing the risk of pricing disputes and making forecasts more accurate.

Once agreements are prepared, they are sent automatically from sales representatives to customers and to managers – allowing everyone to sign anytime, from anywhere. The final agreement is attached to the customer record in Salesforce, triggering finance to take the next step.

Chahinian said that sales representatives no longer need to worry about uploading the signed contract into Salesforce or rekeying data. The process is automated and streamlined end-to-end, making growth more sustainable while reducing administration.

"We're saving 25 minutes per agreement which translates to more than 40 hours per week we can spend on sales and growing the business. When you look at the savings, we're not sure how we survived without it," said Chahinian.



"We can continue to expand rapidly and know that DocuSign is there to help us scale."

CHRIS CHAHINIAN

GLOBAL BUSINESS SYSTEMS
MANAGER, LEAP LEGAL
SOFTWARE

ABOUT DOCUSIGN

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.

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