



# MUNICIPAL ASSOCIATION OF VICTORIA

The Municipal Association of Victoria (MAV) is the peak body for local government in the state. It plays an important role in advocating for local government interests, building the capacity of councils and initiating policy development and advice. MAV also acts on behalf of local councils to conduct tenders and manage contracts.

## CHALLENGE

Through its procurement services, MAV is able to deliver economies of scale that support councils to be more sustainable and, ultimately, deliver better outcomes.

MAV Procurement similarly creates value for local government through a range of continuous improvement initiatives. It has rolled out a program to transform council capability and is actively involved in bringing digital efficiency to local government. An important first step for MAV was the digitisation of its contract management process.

The old way of doing things was labour intensive and it could take weeks or even months to finalise contracts—particularly panel contracts which involved sending physical contracts out to thirty or forty different suppliers.

“MAV works with more than 300 suppliers annually while Victorian councils collectively deal with more than 30,000. Streamlining the process of contracting those suppliers presented huge efficiency gains,” said Cameron Spence, Manager of Commercial Services at MAV.

## SOLUTION

MAV engaged DocuSign to help digitise and streamline contract management. Among



## RESULTS

**85%**

reduction in turnaround  
time on documents



other benefits, DocuSign offered a seamless user experience, full audit trail and the capability to track contracts throughout the signing process.

The implementation of DocuSign was seamless and it has been quickly adopted by both internal stakeholders and suppliers. They enjoy the convenience of digitally sending, signing and managing contracts and the automated reminders keep everyone on track.

## RESULTS

The use of DocuSign has removed the time and hassle of chasing contracts and given the team more opportunity to focus on activities that add value to councils and their constituents. It has also reduced the costs associated with printing, posting and manually handling contracts, as well as the dependence upon paper.

The digital process has reduced the turnaround time on the majority of contracts with some being signed within minutes. Finalising contracts this quickly was impossible in the past with urgent agreements requiring employees to meet with suppliers in-person.

MAV now has complete visibility of the contract execution process. It can use DocuSign to check the status of current contracts and view the history of old ones. Contracts are stored centrally on MAV's document management system with backup copies available in DocuSign. This has removed the risk of contracts being lost and makes them much easier to find.

As MAV looks to further digitise its own internal processes, it is also continuing to progress digital transformation across the sector. It has set up a digital transformation taskforce and signed an agreement with DocuSign whereby councils can leverage it to transform their own processes. MAV is also exploring how it can make processes like animal registration and obtaining planning approval more efficient and convenient.

"The digitisation of local government is critically important," said Spence. "Efficiency is a key driver but we also have stakeholders who want to engage digitally with councils just as they do with their banks or other service providers. Currently, many council services are only available in-person between nine and five which is counterintuitive to the way most people live their lives."

It is an issue that MAV is committed to helping councils resolve with the Government's Digital Transformation Agenda now underway.



"Going digital with DocuSign has made the contract execution process overwhelmingly more efficient."

### CAMERON SPENCE

MANAGER OF  
COMMERCIAL SERVICES,  
MAV

## 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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