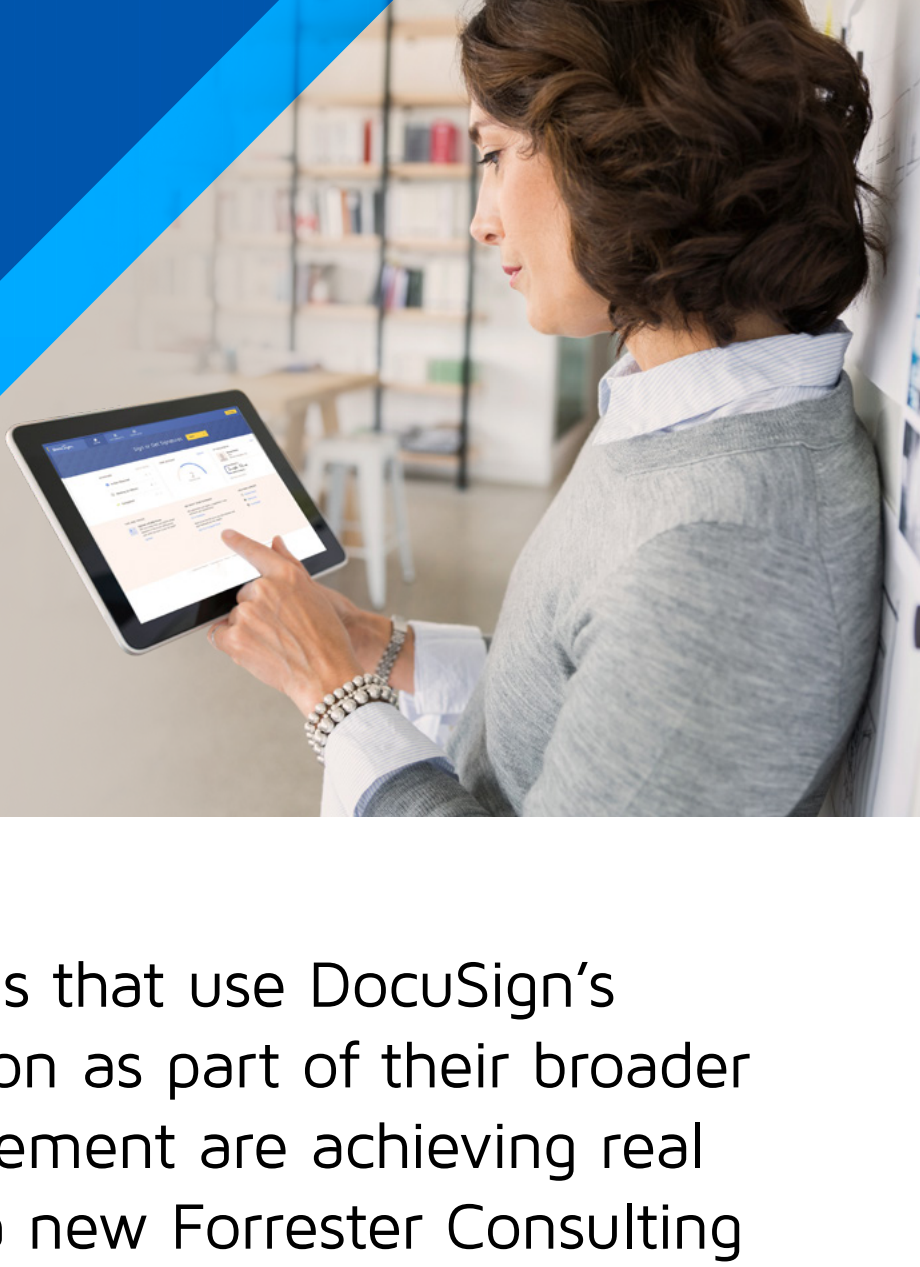


Accelerate,
simplify
and save
with
DocuSign



Organisations that use DocuSign's eSignature solution as part of their broader System of Agreement are achieving real business value, a new Forrester Consulting study – The Total Economic Impact™ of DocuSign Australia – has found.



Top findings



Net present value =

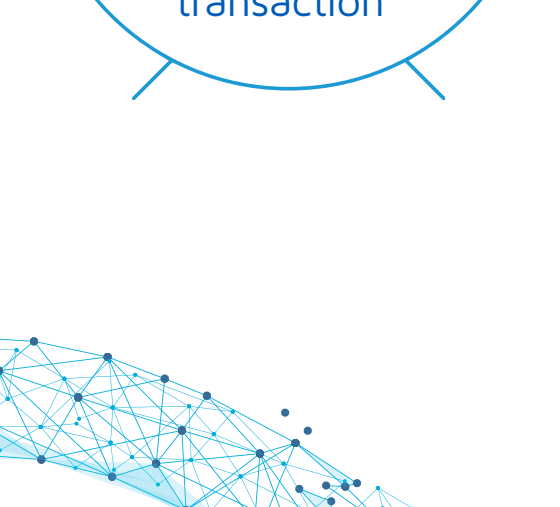
\$254,025*

* 3 years risk-adjusted

<6

months

payback period



gained productivity
per internal
transaction



Benefit 1: Speed up business

Staff members – both administrative and executive – spend less time manually handling agreements with an eSignature solution:

90
minutes

per agreement when using
pen, paper and post



9
minutes

per agreement when using
an eSignature

NIGO rate cut from

25%



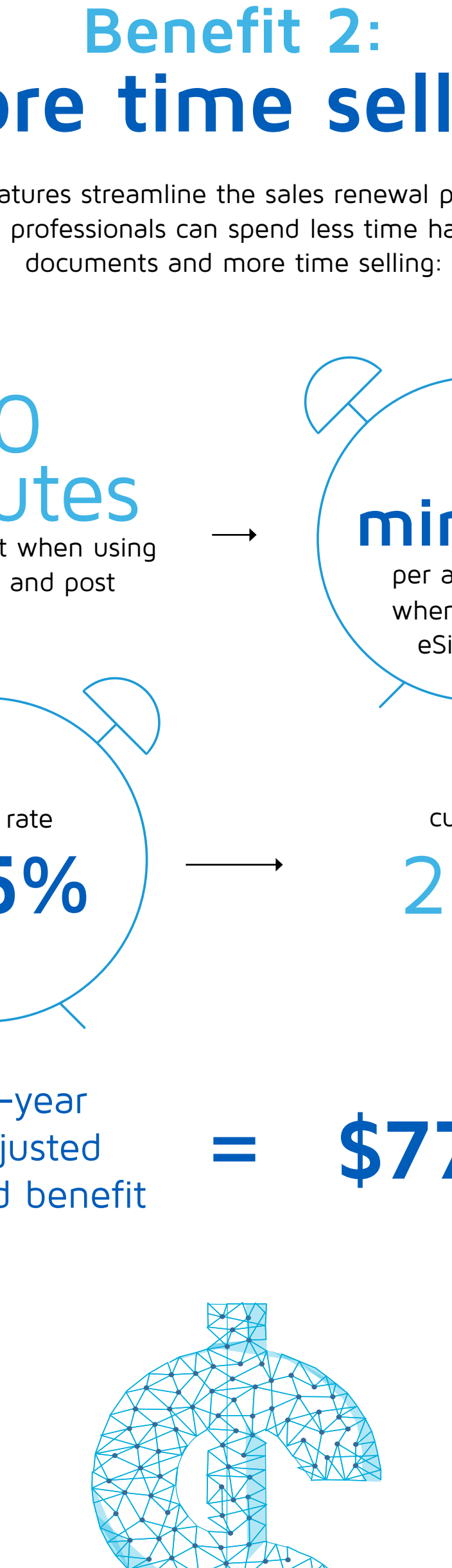
to

2.5%

(NIGO means 'not-in-good-order',
indicating agreements that contain
errors and therefore require further
handling and processing)

Three-year
risk-adjusted
quantified benefit

= \$215,378



Benefit 2: More time selling

eSignatures streamline the sales renewal process. Sales professionals can spend less time handling documents and more time selling:

30
minutes

per agreement when using
pen, paper and post



8
minutes

per agreement
when using an
eSignature

NIGO rate

2.5%

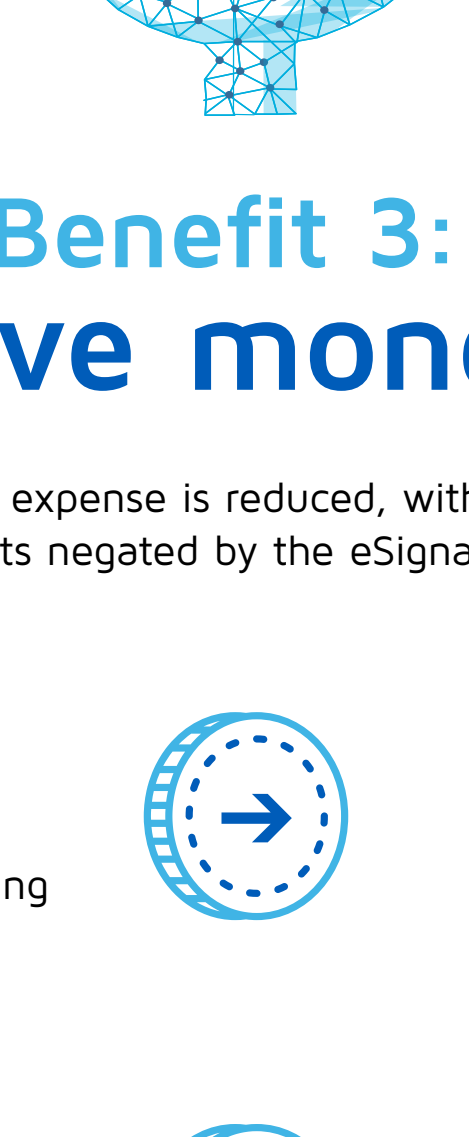


cut from

25%

Three-year
risk-adjusted
quantified benefit

= \$77,717

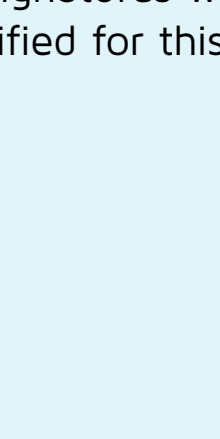


Benefit 3: Save money

Operational expense is reduced, with printing and postage costs negated by the eSignature solution:

\$14.21

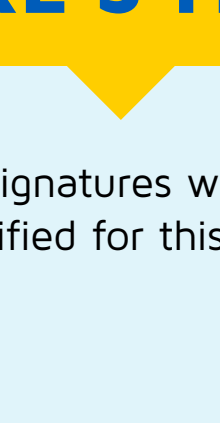
per agreement when using
pen, paper and post



\$0

per agreement
when using
an eSignature

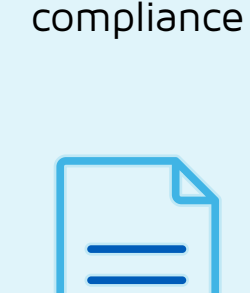
Three-year
risk-adjusted
quantified benefit



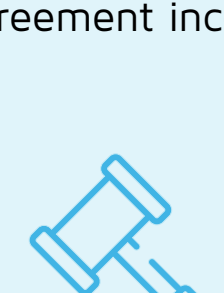
\$168,391

THERE'S MORE!

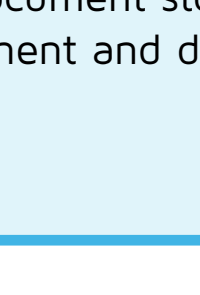
Extra benefits of eSignatures were observed but not quantified for this study:



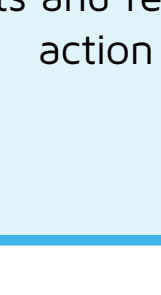
Improved customer
experience



A reduction in total
contract turnaround time



Stronger security and
compliance



Fewer chances of sending
an agreement incorrectly



Less pressure in terms
of document storage,
management and destruction



Lower chances of fines,
lawsuits and regulatory
action

"THE REDUCTION IN WORKFLOW STEPS AND IMPROVEMENT IN NIGO GAVE TIME BACK TO OUR SALES TEAMS. BECAUSE OF THIS, WE CAN EASILY AVOID THREE TO FOUR FTES IN CONTRACT PROCESSING ROLES AS WE SCALE."

CHIEF CUSTOMER EXPERIENCE OFFICER,
LARGE AUSTRALIAN REAL ESTATE COMPANY

Discover how eSignatures can drive real value for your business. Download The Total Economic Impact™ of DocuSign Australia study.

[DOWNLOAD STUDY](#)

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