

RSM Australia discovers the key to business growth: Digitising processes, end to end.

RSM Australia has become one of Australia's leading professional services firms by using technology to stay at the forefront of a rapidly evolving business environment.

The firm has an exceptionally long corporate history, spanning the past ninety-six years. So understandably, manual processes were used across all the departments to link different programs that had been adopted over time. But in a digital society, it created a disjointed experience for customers and complicated workflows.

For a firm with a such a strong customer-focused culture, providing service excellence was crucial.

Embracing first steps towards digital efficiency.

The firm first traded in their paper and pen method of signing agreements four years ago - opting to use electronic signatures to make signing agreement faster and easier for their customers and staff.

RSM Australia's Business Engagement and Architect Manager, Sam Mannix, said it was easy to see where business was heading. "Along with the rise of digital systems and processes, everything needs to be faster and more efficient these days. It was only natural to provide employees with a quicker way to complete admin tasks."

eSignatures were well received by customers, and initially provided the efficiency they were hoping for. However, as RMS Australia expanded their digital toolkit with the adoption of a new platform to store and search customer information, iManage – they soon hit a road block.

Key results

Seamless preparation

and management of agreements using a fully digital, integrated System of Agreement

Smoother signing experience

and improved mobile access for clients screening guidelines.

Average time to complete

agreements is now 3 minutes compared to 15 – 20 minutes in the past

“With DocuSign, agreements are executed and managed in a fraction of the time it took before, and the process is as simple as a right click to send them out for signature.”

Sam Mannix
Business Engagement and Architect Manager
RSM Australia

The once quick and easy agreement process had become slow and frustrating for staff, who now had to type customer data in two separate places.

While eSignatures had helped to speed up agreement completion times, it only addressed a singular pain point. To offer the quick and easy experience their customers were used to, RSM Australia needed to modernise their entire system of agreement – the process every business has for preparing signing, acted on and managing agreements.

Driving better results with integrated processes.

The lack of integration with the first electronic signature solution they adopted meant employees had to navigate between two separate systems. “The only way to speed things up was to find a solution that would work alongside iManage and allow us to manage agreements in a highly automated way. Integration with our old eSignature solution proved too cumbersome,” said Mannix.

The first step was to ensure the new eSignature solution would seamlessly connect with existing technologies and help automate the current processes.

DocuSign was able to meet RSM Australia’s requirements by being a flexible solution and offering a laundry list of integrations. Working together, these solutions support a more modern, integrated system of agreement which has delivered game-changing efficiency.

“DocuSign is really the next generation of electronic signature solutions. It isn’t just a signing platform,

but an easier way to manage the whole agreement process end-to-end,” said Mannix. “They understood our market and helped us build the business case for what we wanted to achieve,” Mr Mannix says.

Accelerating productivity and business growth.

With a properly integrated solution, productivity is now soaring. Agreements are now executed and managed in a fraction of the time, with the ability for customers to electronically sign documents on any mobile device.

“We had a client travelling overseas recently who was about to sign an agreement when his laptop failed. He called us up worried about getting the signature to us in time and we explained that DocuSign was just as easy to use on the mobile. So that’s what he did, and we were able to keep things moving,” said Mannix.

Now realising the benefits of a modernised system of agreement, RSM Australia will be using DocuSign across other departments to digitise processes like onboarding of new staff, tracking regulation compliance and contracting suppliers.

“We want to keep streamlining our processes and improving the experience for all our stakeholders. DocuSign and the connectivity it offers with other cloud platforms will help us move faster and further,” said Mannix.

sales@docusign.com

About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act-on, and manage agreements. As part of its cloud-based DocuSign Agreement Cloud platform, DocuSign offers eSignature — the world’s #1 way to sign electronically on practically any device, from almost anywhere, at any time.

DocuSign, Inc.

Lvl 8, 126 Phillip Street,
Sydney, 2000, Australia,
www.docusign.com.au

For more information

visit www.docusign.com.au, call +1-800-255-982,
or follow @DocuSign on Twitter, LinkedIn, Facebook,
Instagram and Snapchat.