
DocuSign CLM's solution automates review and redlining, allowing Uber complete visibility.

Uber is a rideshare startup that connects app users who need rides with drivers. The company has skyrocketed in popularity in recent years, especially in urban environments. Alongside its mainline offering, the company has innovated new transportation — related services like Uber for Business and Uber Freight.

Implementing systems to keep up with company growth.

Fast expansion brings new demands for operational efficiency.

Uber expanded from 2,500 to 17,000 employees within two years, and some of that expansion came from adding new, innovative transportation offerings with additional contractual demands. The company needed to find and implement a contract management solution that would let them handle a workload that had increased tenfold.

Uber needed to replace its processes with something more efficient.

Manual contract management and generation was causing headaches.

Uber had been managing contracts manually using a combination of Google Docs and emails since the company's inception. As the company grew in popularity and scale, it needed to generate more contracts. Beyond contract creation, Uber had begun to face slowdowns all along the contract workflow. Sales staff were having to follow up on contracts as many as five times to try to figure out where they were in the process.

Overview

High Tech, Transportation
Industry

15,000
Company size

San Francisco, CA
HQ location

2009
Founded

Contract Management
Use case

“You basically had to go to a page to generate a contract and then after that you'd email it to this black hole, and you'd just wait. You had no visibility.”

A Business Systems and Applications Manager, Uber

A user-friendly contract repository and automated workflows.

Speed, efficiency and contract visibility at scale.

Uber needed to implement a tool that could not only streamline its contract workflows, but would be user-friendly enough to allow sales staff, the legal department, contractors and everyone else involved in any of Uber's departments to easily fulfill their part of the process, regardless of their level of technological literacy.

Uber was also in need of a solution that would allow for a quick way to generate different contract templates and to keep them organized, so that individuals weren't receiving – or signing – the wrong contracts anywhere throughout the process.

Uber began a tiered implementation of DocuSign CLM and immediately began seeing an improvement in operational efficiency.

Improved operations, with more to come.

Fast contract creation, smooth workflows and no time wasted.

In the departments where DocuSign CLM has already been rolled out, contract workflows are running smoothly. There are no longer contracts ending up in the wrong hands, and no longer contracts getting dropped on the way to and from the sales or legal departments. Contracts are generated and made available to those who need them at a faster rate. And sales and legal staff are no longer wasting time chasing down those contracts, so they can spend their time more productively and profitably.

Uber is continuing to roll DocuSign CLM out, with four new teams slated to start using DocuSign CLM next, followed by a business-wide implementation.

“Not everyone we work with is technical, so we want to give them something they're actually going to use that is user friendly.”

Jodi Curtis
Senior Technical Program Manager
Uber

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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