



Yarra Ranges Council leads the charge in digital transformation with DocuSign

Yarra Ranges Council sits on the eastern fringe of metropolitan Melbourne, around 35 kilometres from the CBD. It's well known for its growing tourism industry across the Yarra Valley and Dandenong Ranges. The council covers more than 2,500 square kilometres and delivers approximately 120 services to its community. The region is known for its thriving agricultural industry, which generated \$706 million last year, as well as retail; construction, education and training, health care, social assistance, and manufacturing. The diversity of natural landscapes and dispersed communities makes the Yarra Ranges one of the most unique municipalities in Victoria.

Harnessing the power of digital transformation

Like many organisations, Yarra Ranges Council is embracing technology to connect seamlessly with its community and provide efficient services while working in a simpler, faster, greener, and more cost-effective way.

Digitising paper-based agreements and electronic signature workflows was one of the first - steps on the council's road to digital transformation.

Hyma Vulpala, who leads digital and data transformation at Yarra Ranges Council, knew the value of implementing an electronic signature solution that was accessible, cloud-based, easy-to-use, secure, and scalable.

After rigorously evaluating available solutions in the market, Hyma chose DocuSign because it ticked all the boxes from a compliance perspective, a non-negotiable for any public sector organisation. The solution's user experience and accessibility standards were also far superior to other solutions on the market.

Furthermore, the council's goals around reducing greenhouse gas emissions, moving towards becoming paperless, modernising work, and rolling out activity based working across the organisation aligned closely with DocuSign's unique value proposition.

"Our digital strategy sets a vision to help deliver on the Council's objective of becoming a high performing organisation and provide better experiences for customers and employees. One of the key steps in transforming the way we deliver our services is by implementing solutions like DocuSign, to improve our operational efficiencies and allow our employees to work from any device, anywhere," said Hyma.

Procurement process simplified with the power of tech

The Yarra Ranges Council procurement team manages more than 350 contracts a year. Each one of these contracts is made up of a number of documents, which need to be signed by multiple parties.

Results

**Before
DocuSign**

2 weeks

Standard contracts were usually returned within two weeks

\$100-\$150

Cost per contract sent

Errors

Incomplete or incorrect paper forms received from new starters

**After
DocuSign**

2 days

More than 50% of documents are signed and returned within two days

\$171K

Amount saved by eliminating paper-based workflows

No errors

New starters details collected instantly with no missing information

"With DocuSign we now have a single source of truth, we know what contracts are up-to-date and everyone is working to the same document."

Danielle Watts
Executive Officer
Strategic Procurement

Before DocuSign, contracts were printed in triplicate, couriered to each party, and then couriered back with any changes. Changes were then manually implemented for the process to start again until signing was completed. Considering contracts can be up to 2,500 pages, this meant the process could take weeks, cost a small fortune in printing and courier fees, not to mention the environmental impact of printing large amount of paper.

Now with DocuSign, contracts are easily tracked and centrally accessed. Importantly, versioning control has been improved and DocuSign acts as a 'single source of truth' so the team is able to know with confidence that contracts are up-to-date and all parties are working to the same document.

"We were working on a contract that had a hard deadline. The parties that needed to sign were overseas and if we were using the old paper-based system, we just wouldn't have been able to get that done and the total contract value would have been lost. The risk of not having a digital solution like DocuSign in place is just too great," explained Danielle Watts, Executive Officer, Strategic Procurement at Yarra Ranges Council.

People and Culture quick to champion and move to digital

The Yarra Ranges Council employs more than 850 full-time, part-time, casual, and contractor staff. Before implementing DocuSign, the People and Culture team needed to prepare, print, and post offer letters for signing. This process took considerable resources and lengthy time frames involved in getting an offer out to a candidate.

Even when a candidate had signed an offer, the onboarding process was cumbersome and paper-based. The team had to post new starter packs, which were often not returned in time for the new starter's first day on the job. This routinely caused onboarding delays with finance and IT teams.

Since deploying DocuSign, the people and culture team have been able to digitally prepare offer letters quickly, using customisable templates and as a candidate signs their paperwork they're automatically sent a new starter pack.

Using DocuSign also means that documents can easily be stored digitally and reminders can automatically be sent to all parties to ensure all workflows are completed. DocuSign has reduced the average time it takes to collect paperwork from weeks to days.

"We have a small team and one of our biggest pain-points was keeping on top of paperwork for each new employee. Since we've begun using DocuSign we have been able to reduce the busywork and focus our attentions elsewhere," said Ish Kohli, HR Officer at Yarra Ranges Council. "It means we can now focus on expanding our impact."

It's just the beginning of a fruitful partnership

DocuSign was a clear choice for the Yarra Ranges Council. Currently the solution has been rolled out to 11 out of the 55 business units across the Council.

"Technologies like DocuSign have enabled teams like Procurement, People and Culture, and others the time to be proactive, rather than reactive. These days everyone needs to be able to do more with less," said Vulpala.

The feedback from employees has been extremely positive. In fact, team members have even won internal awards for the positive change that the technology has made to operational efficiency, productivity, and the reduction of greenhouse gas emissions.

"The feedback from staff and senior management has been amazing, especially how DocuSign has saved so much time with approvals and workflows"

Sri Ramesh
Digital Program Lead

About DocuSign

DocuSign helps organisations 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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