



Faster Approvals — Just the Tip of the Iceberg for RCCC

Summary

- Boosted financial staff efficiency by 75%
- Cut average travel document processing time by 80%
- Reduced errors in documents by 40%

Rowan-Cabarrus Community College (RCCC) wanted to expedite approvals of financial documents like travel authorizations and expense reimbursements. By implementing DocuSign, RCCC accomplished that and a lot more: big improvements in staff efficiency and document accuracy, cost savings, and — critically important to a Finance department — better security and compliance.

Challenge

RCCC is a 2-year educational institution serving more than 20,000 students annually on five campuses in North Carolina's Rowan and Cabarrus counties. The highly distributed nature of the college poses challenges, especially when multiple individuals in different locations need to approve expenditures. In the past, the Finance department used inter-office mail and the college courier to route approval documents and collect signatures, but the mail was slow and the cost of operating a courier service expensive. "We wanted to serve our faculty and staff better by speeding up our financial processes, and we wanted to do it in a way that saved money," said Janet Spriggs, the school's CFO. "But, even more important to a Finance department, we wanted to improve security, compliance, and audit acceptability. Too many of our documents contained errors or were just plain lost."

Solution

Spriggs realized that RCCC needed a digital transaction process to address these challenges, so she attended a conference where multiple solutions were presented. There she learned that the State of North Carolina had negotiated a contract with DocuSign, The Global Standard for Digital Transaction Management™. "We considered



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Janet Spriggs

Chief Financial Officer,
Rowan-Cabarrus Community College

other vendors, but the fact that DocuSign offered the highest level of security and had been vetted by the state was extremely comforting,” Spriggs stated. “Besides, we were impressed by DocuSign’s ease of use, overall platform, and support for mobile devices. These days we do everything around here with tablets and smart phones.”

RCCC found DocuSign implementation to be straightforward with very little need for user training. The ability for DocuSign to support advanced workflows was especially valuable since it greatly simplified the user experience. Spriggs personally developed the first electronic forms and spearheaded the propagation of the technology throughout the school. DocuSign is now the process of choice for the majority of expense reimbursement, travel authorization, and invoice approval for payment. On the docket are many more financial processes such as payroll change approvals and leave processing. Meanwhile the Human Resources department saw how much Finance was benefitting from DocuSigning

and began its own digital transformation. To date, HR has automated its annual attestation process and employment contract processing. Other groups are eagerly waiting to implement DocuSign for a variety of use cases including approval of board minutes and instructional applications.

Results

It used to take three to five days to collect all the necessary authorizations for RCCC personnel to travel. “Now the process takes one day on average, and we can do it in an hour or less if we need to,” said Spriggs. “We’re seeing the same 80% improvement in approving invoices for payment, which makes our vendors happy and saves us the risk of late payment fees. But the biggest thing to me as CFO is the improved security and compliance. DocuSign ensures adequate authentication, avoids the introduction of human error, and provides an audit trail that tells us the exact location and status of every document at all times. With DocuSign, there are no more lost documents.”

Less than a year into its use of DocuSign, RCCC has already completely recovered its investment through cost savings. “Before DocuSign, my staffers were spending lots of time shuffling paper to do things that now require just clicking a button,” Spriggs reports. “As a result, I’d say they are 75% more efficient. We’ve also cut errors in documents by 40%, reduced paper consumption, and eliminated the need for routing and re-routing documents through the internal courier process – all delivering substantial cost savings. DocuSign has been a big win for RCCC in every way.”

“Our users are thrilled with DocuSign, and not just because they’re being reimbursed faster,” Spriggs concluded. “No one liked all the paper shuffling, and they definitely didn’t need the angst of not knowing where their documents were in the system. Now with DocuSign, all of that is solved to create a better, faster, more efficient experience for all!”

About DocuSign

DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.

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