Why Customers Choose DocuSign Over Other E-Signature Solutions

Do business faster and more cost-effectively while delivering better experiences

The benefits of e-signature technology are far reaching. But not all e-signature providers are created equal—and not all organizations have the same needs. Before selecting the e-signature solution that's right for your organization, consider some of the critical features and benefits that top e-signature providers offer their customers:

– An easy, convenient signing experience

– A productive, flexible sending experience

– Simple integrations with existing systems

– Advanced security and compliance controls

DocuSign eSignature is highly rated by G2 reviewers across these important areas, as customers continue to recognize the indispensable role we play in modernizing the agreement process. Read on to learn why customers continue to give DocuSign high marks across the key capabilities that eSignature offers.

DocuSign®

Top-rated mobile apps:
Customers can easily sign documents on the go with DocuSign mobile apps that are top-rated across iOS and Android.

Mobile-responsive content:
eSignature automatically adapts the document viewing expereince based on the signer's device type without requiring pinching or zooming to read long forms.

20%↑
T-Mobile increased in-store conversion rate by 20% using mobile-responsive contracts with eSignature.

SMS Delivery:
Ensure signers recieve and complete documents quickly with real-time SMS agreement notifications.

An easy, convenient signing experience

DocuSign eSignature has unique features focused on making signing stress-free, from our mobile app to comments and more. Our customers are sharing their thoughts on our products' user-friendliness, and seem especially fond of its intuitive design.

"It is incredibly simple and very simple to use; even the least technical person can figure it out with no difficulties. It makes signing documents a breeze, particularly with multiple pages or multiple people!"

Customer service quality manager

"DocuSign delivers such a professional-looking product! Our patient satisfaction level has increased dramatically and the amount of administrative busy work performed by my team has decreased dramatically."

Senior case manager, biotechnology firm

DocuSign®

> "I appreciate that DocuSign guides users through the signing procedure and allows them to send documents for signature. The system's smooth operation and intuitive user interface make it easy to use, even for those unfamiliar with technology. I also appreciate the ability to receive email notifications when documents have been signed or need to be signed. The reasonable price makes DocuSign an excellent value for those who want to save time and paper by signing and scanning documents electronically."

Business intelligence and data analyst

Templates:
DocuSign offers prebuilt templates for many common contracts and forms such as NDAs, SOWs and purchase orders. You can also create your own templates for common forms your organization uses.

PowerForms:
Generate self-service documents for signature and embed into a website or send directly to signers.

Advanced Recipient Routing:
Build automated routing workflows without using any code.

Automated post-signature tasks:
Automate common post-signature tasks like archiving completed documents to a specific folder, exporting data to Google sheets for analysis and starting contract workflows in CLM.

Signing insights:
Admins can identify patterns in signing behaviors, like where signers drop off in the signing process, to optimize the signer journey and increase agreement completion rates.

A productive, flexible sending experience

DocuSign has made it easy to send electronic documents for signature through an intuitive process that entails just a few simple steps. You can send off your documents from nearly anywhere with our mobile responsive web app or highly-rated mobile apps.

"I appreciate that DocuSign guides users through the signing procedure and allows them to send documents for signature," said business intelligence and data analyst Anne V. "The system's smooth operation and intuitive user interface make it easy to use, even for those unfamiliar with technology."

DocuSign eSignature received top-tier reviews on G2 for:

– Ease of setup

– Ease of administration

– Signature workflow

– Meeting requirements

– Quality of its support

"It is easy to have DocuSign send the contract to multiple email addresses and once signed the originating company instantly has what they need to begin or continue the services agreed upon. It is fast, secure and so easy to use for many situations."

Project manager, consumer goods

"We use DocuSign both internally and externally. From employee hiring to loan applications, we have used DocuSign extensively. The shared templates allow us to create a template and then multiple users can use it to send out the agreements as and when needed instead of each user having their own format."

Sr. Manager, operations

Simple integrations with existing systems

DocuSign helps you streamline your processes with more than 400 integrations across Microsoft, Salesforce, Oracle, Workday and many other business applications. For example, use DocuSign products with Salesforce to send, sign, and manage important sales documents without ever leaving Salesforce. Such integrations allow you to enjoy faster document turnaround times and a more streamlined sales process. DocuSign integrations also allow employees to send and sign documents right from popular collaboration applications, including Microsoft Teams, Google, Slack and Zoom.

"We can use its various integrations to automate and connect the entire settlement process," said **executive assistant Kim M**. "We can save time while improving the experience of our customers, while obtaining security, mobility, and reliability in a single software."

DocuSign

"This platform supports integration with all customer management systems. I did integration with Salesforce CRM, which is very helpful and seamless. Integration with GoogleDrive and DropBox also help me to share/store digital documents. The customization is also influential in this platform, and we can do various customization according to our business needs.

During integration, I had interaction with technical support and service. Trust me, and they were very soft-spoken and technically sound. They are ready to give support 24x7, even during this pandemic time."

Lead engineer at enterprise organization

"Seamless integration with Salesforce means I can send order forms via Docusign without ever leaving the opportunity record in Salesforce. Allows me to continue working in Salesforce without having to open up a second tab. Major timesaver."

Enterprise user

"It has several great integrations. The google drive app is awesome as it lets you sign docs right from drive and then saves the signed docs to your drive account. You can even sign docs for yourself for free. It also has chrome apps so you can sign right from chrome or gmail"

Real estate user

Learn more about **over 400 pre-built integrations** that help you connect DocuSign eSignature to the systems where work gets done.

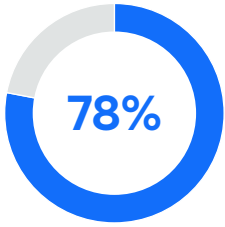## Advanced security and compliance controls

Security is in DocuSign's DNA and like all of our products, DocuSign eSignature is researched, designed, and developed with security as a top priority.

DocuSign maintains around-the-clock onsite security with strict physical access control that complies with industry-recognized standards, such as SOC 1, SOC 2, and ISO 27001.
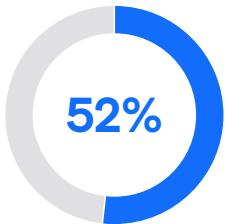
We also use world-class security software and hardware to protect the physical integrity of DocuSign eSignature and all associated computer systems and networks that process customer data. We do this through a centralized management system that controls access to the production environment through a global two-factor authentication process.

"DocuSign has a reputable reputation as a reliable provider of information, which is important for my customers. It has created confidence in us as trustees. It is very easy for our customers to send me payment information regularly."

Senior accountant

78%

of DocuSign customers saw a return on investment from DocuSign eSignature in less than 1 year.

52%

of DocuSign customers saw a return on investment from DocuSign eSignature in 6 months or less.
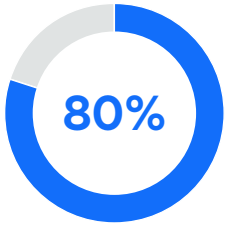
(Source)

Significant return on investment (ROI)

Replacing manual paper-based processes with e-signature saves money, reduces costs, improves productivity and creates better experiences for employees, partners and customers. All of these benefits contribute to a powerful return on investment for your organization. Here are some of the ways DocuSign customers are seeing compelling benefits from implementing eSignature.
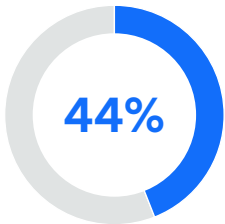
Hard costs

Cost savings have become a priority amid current economic trends, and many businesses are searching for products that can maximize their return on investment. DocuSign eSignature eliminates the costs associated with printing, sending and storing agreements, which adds up to an average $18 saved per agreement according to DocuSign internal research. Organizations across a variety of industries are unlocking savings with eSignature. Industrial and environmental machinery supplier Flowserve, has saved $2,000 per contract and reduced legal fees by 40%. The South Carolina Department of Health has saved $4 million and eliminated 2.85 million paper documents per year by transitioning to eSignature, while the University of Texas saved $2.4 million by deploying the technology.

One G2 Crowd reviewer said DocuSign is saving his logistics and supply chain company $50,000 a year on courier costs alone.

"We operate in 95 countries. A simple intercompany agreement is a nightmare to track and costs say $100 per country to send and receive," the customer said. "[DocuSign] is a mega cost saver in any business and increases speed to conclude contracts."

80%

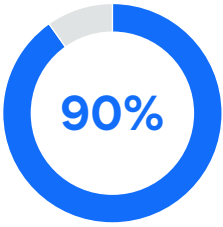of agreements are completed in less than a day.

44%

of agreements are completed in less than 15 minutes.

Time to revenue

Closing contracts faster means recognizing revenue sooner. DocuSign eSignature removes the mistakes and frustrating manual experiences that can slow down sales. By using eSignature, Seattle-based wealth management firm Merriman increased efficiency of its signing processes by 50%, increased borrowers returning packets by 75% and reduced document errors from 15% down to zero. Santander UK reduced the time to open new customer accounts by 83%.

Customer experience

If paperwork and contracts are too complicated or too time-intensive, people may not complete them. Any friction in the singing process is an opportunity for abandonment. This is true for potential customers, existing customers (retention/upsell/cross-sell), partners and vendors. According to commissioned research by Forrester, 32% of organizations report reduced completion rates and abandoned deals as a consequence of inefficient agreement processes. By reducing friction with eSignature, companies can increase document completion rate. For example, T-Mobile improved mobile signing completion rates by up to 20% with DocuSign. An improvement of just a few percentage points in completion rate could translate to a significant increase in revenue, particularly in high-volume cases.

DocuSign

90%

of reviewers on G2 are likely to recommend DocuSign as an e-signature solution.

Employee productivity

The great resignation and labor shortages in particular are causing employees to work longer hours, raise wages and find creative ways to do more with less resources. Finding ways to improve employee productivity is critical to improve retention and reduce costs in light of these challenges. E-signature solutions automate document workflows and streamline contract execution. DocuSign customers have experienced immediate gains, with Thermo Fisher using it to create compliant and more efficient workflows.

After implementing eSignature, the Massachusetts-based supply company discovered that traditionally time-intensive processes could now be completed in a fraction of the time. For instance, the average cycle time for creating standard operating procedures was reduced from six weeks to two, and initiating change controls now takes less than 10 days, compared to five weeks.

Still wondering if your organization should invest in e-signature?

The costs of poor contract processes are too big to ignore. Forrester research commissioned by DocuSign shows that on an annual basis, agreement inefficiencies cause:

– 46% of organizations to experience delays in starting projects

– 45% to deliver poor customer experiences

– 42% to have delays in recognizing revenue

– 39% to have unnecessary printing, mailing and faxing costs

Investing in e-signature is a great first step to doing business faster, simpler and more cost-effectively, while also delivering a great experience for everyone. Choosing DocuSign eSignature allows you to extend these benefits in the future as your organization grows and add functionality that automatically integrates with your existing investments.

Learn more about DocuSign eSignature or try it today for free.