

Improve Constituent Experiences with Docusign

Today's constituents expect 24/7 access to the self-serve, mobile-friendly digital tools common in their everyday lives. Recent executive orders, mandates, and legislation are codifying the changes needed to permanently bring seamless customer experiences to government agencies.

To enhance customer experiences, government agencies need to streamline a wide range of processes and paperwork to meet the growing needs and expectations of the public they serve and the agency staff they employ. Docusign helps agencies deliver public services faster and more effectively by digitizing the following processes:

Licensing and permitting

Rapidly transform agreement processes to help permitting and licensing offices save time, cut costs, reduce risk and improve citizen satisfaction.

Inspection forms

Reduce the time it takes to process and manage complex inspection forms by digitizing all documents.

Procurement

Centralize and streamline end-to-end agreement and procurement processes to save time, control costs, decrease risks, and increase visibility into the entire lifecycle of vendor contracts.

Hiring and onboarding

Help government agencies recruit and retain talent by modernizing the employee experience and automating HR processes.

Application for benefits

Make it easy for constituents to fill out mobile-friendly applications and capture complete information in one or multiple signed forms to reduce errors and streamline the application workflow

Eligibility determination

Minimize errors and easily audit signed applications with standardized digital forms. Collect information and supporting documents for enrollment and renewal processes.

Prioritize constituent experiences

Ensure accessibility

Offer a signing experience that conforms to Section 508 of the Rehabilitation Act and WCAG 2.1 AA, and sending experience supports WCAG 2.0 AA guidelines, and is in the process of updating to WCAG 2.1.

Reduce time to services and benefits

Streamline and modernize digital services to speed up service delivery and reduce the time tax for constituents.

Prioritize data security and transparency

Ensure peace of mind and accountability with built-in court-admissible audit trails and protect data at rest and data in transit with AES 256-bit encryption.



Docusign solutions

Docusign helps public sector officials focus on their mission instead of paperwork, deliver a better constituent experience, reduce costs, and streamline processes. Docusign serves over 4,000 local, state, and federal public sector organizations—and over a billion users.

Over 400+ pre-built integrations

eSignature

Securely send and sign agreements with electronic signature and maintain a complete audit trail. Route documents or bulk send forms and notifications to multiple users.

CLM

Centralize document management workflows for any government process involving critical documentation, such as grants, investigations and case management. Docusign CLM makes it easier to build new document workflows and edit clauses, digitize redlining, signature and routing.

Web Forms

Meet constituents where they are with a digital-first, self-serve experience to capture information and signatures and, in return, streamline data collection for government agencies.

Document Generation

Eliminate traditional document-creation pain points, save employee time, reduce manual work and produce professional looking agreements without leaving the eSignature workflow.

Multi Channel Delivery

Meet constituents where they are by providing text notifications for documents that can be signed on a mobile device.

Identify

Makes identity proofing and authentication a seamless part of eSignature—so you can protect your important agreements and customer experience.

Salesforce

Maximize your Salesforce investment and streamline your processes with Docusign. Reduce costs and integrate directly into the Salesforce applications employees and contractors are already using every day.

<u>ServiceNow</u>

Docusign eSignature seamlessly integrates into the ServiceNow platform, to effortlessly create, send, sign, and manage documents within your familiar workflow environment. In addition, the Docusign CLM Spoke for ServiceNow lets you automate manual tasks, manage complex workflows, and eliminate unnecessary risk.

Microsoft

By integrating Docusign with Microsoft, agencies can automate how agreements are created, committed, and managed without leaving their favorite Microsoft apps. As a result, agencies are able to streamline mission delivery, optimize their existing technology investments, and provide trusted, dependable service.

Learn more, go to docusign.com/government

About Docusign

Docusign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use Docusign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, Docusign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using Docusign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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