

## Create Improved Constituent Experiences with DocuSign for Government

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.

With an expanded focus on creating better customer experiences, now's the time for federal, state and local government agencies to bring customer satisfaction to the forefront. Streamlining processes with modern technology at federal, state and local agencies will positively impact constituents accessing government services.

### Use cases

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.

#### Contracts and acquisitions (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.

#### Employee and contractor PIV card authorization

Enable employees and contractors to electronically sign documents using their Personal Identity Verification (PIV) credentials, reducing laborious paperwork for a better employee experience.

#### Employee, contractor and vendor hiring and onboarding

Speed up the overall procurement cycle for hiring industry and vendor experts to support new citizen experience programs, as well as automate and digitize processes for streamlining all employee, contractor and vendor onboarding.

#### 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.

#### Executive Order to transform customer experience

A 2021 Presidential Executive Order aims to enhance the customer experience (CX) for the public and agency employees by modernizing programs, reducing administrative burdens, and piloting new online tools and technologies that can provide a simple, seamless and secure customer experience.

#### Improvement in government customer experience

Fifteen key agencies and programs earned an average score of 62.6 out of 100.

#### The Fed CX Mandate

The "Fed CX Mandate" operates under Office of Management and Budget (OMB) A-11 Section 280 and provides continued guidance on implementing a CX framework and leading practices for measuring and managing overall CX.

#### The 21st Century Integrated Digital Experience Act (21st Century IDEA):

This law was written to improve the public's digital interactions with the federal government by establishing deadlines for federal agencies to provide modern, mobile, and accessible government websites, digital forms and services and electronic signatures.

## DocuSign for Government

DocuSign helps public sector officials focus on their mission instead of paperwork, and deliver a better constituent experience, reduce costs and streamline processes. DocuSign serves over 5,000 local, state, and federal public sector organizations—and over a billion users.

### 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.

### 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.

### ID Verification

Verify the identity of your contractors, vendors and employees remotely and securely to get critical business done faster with DocuSign ID Verification. Require signers to correctly answer questions about themselves, compiled from commercially available databases.

### Contract Lifecycle Management (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.

### Security

DocuSign eSignature offers an accessible signing experience that conforms to Section 508 of the Rehabilitation Act and WCAG 2.1 AA. The sending experience supports WCAG 2.0 AA guidelines, and is in the process of updating to WCAG 2.1.

## Better together solutions streamline processes

DocuSign includes over 400+ pre-built integrations with leading platforms where government work is done so you can start leveraging eSignature capabilities quickly and efficiently.

### Salesforce

Maximize your Salesforce investment and streamline your processes with DocuSign. Reduce costs and elevate customer experiences directly in the Salesforce applications you use every day.

### ServiceNow

The eSignature and ServiceNow integration can simplify paperwork and connect the HR, procurement and legal processes of back-office teams within one platform.

### Pega Systems

Teams can automate entire business processes by seamlessly integrating eSignature and transaction management.

### Appian

As advanced case management, speedy delivery and architectural reuse become more imperative, Appian's full-stack automation enables tight and easy integration with DocuSign to create complete customer management solutions.



#### About DocuSign

DocuSign helps organizations connect and automate how they navigate their systems of agreement. As part of its industry-leading product lineup, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign platform to accelerate the process of doing business and simplify people's lives.

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