Accelerate Revenue and Reduce Risk with eSignature

Datasheet

Deliver a fast, secure, and easy signing experience

From one-click purchases to intuitive multi-channel experiences, today's digital-first consumers expect transactions that maximize convenience and minimize frustration. This same high standard now applies to every step of the customer journey—including the agreement process.

Complex manual agreement processes and unintegrated digital solutions result in poor experiences that negatively impact transaction completion rates, customer retention and, ultimately, the bottom line.

It's time to reimagine your agreement experience for today's digital-first customers.

Docusign eSignature empowers you to easily digitize your agreements—optimizing them for speed, security, and a standout customer experience.

Commit to agreements faster

eSignature saves your customers (and employees) from the hassle of printing, signing, and scanning documents—while empowering your organization to streamline agreement processes and accelerate business speed. Reach signers where they are for ultimate convenience.

- **Streamlined document creation**: Eliminate manual tasks for your teams and create agreements faster with reusable agreement templates and **Document Generation for eSignature**.

- **Fast-tracked turnaround times**: Give your customers the flexibility to sign agreements quickly anytime, anywhere, on practically any device, with a fully digitized signing experience across devices —from desktops to tablets and mobile.

- **Higher completion rates**: Support customers throughout the signing journey with automated reminders via email, SMS or WhatsApp; progress tracking; and real-time updates on document status.

Deepen trust with a secure signing experience

Every agreement starts with trust. eSignature incorporates a seamless identity verification experience that combines security with ease of use. Reduce risk, boost compliance, and let customers know their data is safe with identity proofing and authentication features.

- **Audit trail**: Keep a time-stamped auto-generated history of all activity within a document—including all viewing, printing, and signing.

- **Certificate of completion**: Register key signer details, such as their signature image, IP address, and agreement to use e-signature.

- **Threat detection**: Identify and flag any unauthorized changes on a document with digital seals powered by Public Key Infrastructure (PKI) technology.

- **Docusign Identify**: Get enhanced signer identification and authentication capabilities built into the eSignature workflow, enabling you to transact a full range of agreements seamlessly. This keeps the convenient experience intact while building trust.

eSignature accelerates the speed of business:

94%
reduction in document turnaround time

78%
faster form completion

98%
reduction in time to complete agreement (from 2 days to 1 hour)

After implementing eSignature, users report:

72%
fewer security incidents

25%
fewer compliance incidents

76%
improvement in compliance

71% of organizations using Docusign eSignature saw reduced error rates, and

79% reported improvements in data quality

Elevate your customer experience

Transform your agreement process into a positive touchpoint that fosters trust, builds brand loyalty, and boosts brand recognition. eSignature helps you deliver a first-class digital customer journey with features that yield a consistent and streamlined experience across devices and platforms.

- **Deliver multi-channel functionality**: Empower your customers to agree when, where, and how it's most convenient—across email, SMS, and WhatsApp.

- **Enhance data capture**: Ensure accurate data collection and reduce errors with user-friendly signing workflows and interactive forms that make it easy for your customers to commit and share their information.

- **Secure a consistent brand experience**: Incorporate your logos and color themes into agreements, forms, and email communications for a consistent look that communicates familiarity and confidence.

eSignature delivers a fast, secure, and easy signing experience

After more than two decades as the leading electronic signature provider, Docusign enjoys unrivaled customer recognition and trust. With over one million customers and one billion transactions across 180 countries, eSignature is the world's #1 way to send and sign documents.

Customers trust Docusign more than any other e-signature provider:

- eSignature has the most 5-star reviews of any electronic signature product on the Apple App Store, Google Play Store, and Salesforce AppExchange

- Net Promoter Score of 66—one of the highest in the tech industry

eSignature is now part of **Docusign IAM**, our complete portfolio for Intelligent Agreement Management. This powerful combination transforms how you create, commit to, and manage agreements to accelerate revenue, reduce risk, and unlock hidden business value.

Talk to a Docusign expert today to learn how eSignature can help your organization transform its customer agreement experience.

* All stats taken from two Docusign surveys conducted in 2022 among organizations using e-signature technology.

eSignature empowers better customer experiences:

73%
of users report enhanced customer experiences after implementing eSignature

20%
drop in customer complaints by organizations using eSignature

75%
of signers have greater trust in organizations that use eSignature

Docusign eSignature by the numbers:

75%
faster agreement turnaround times

43%
of agreements completed in less than 15 minutes

78%
of agreements completed in less than 24 hours

44 Languages
supported by the signing experience

99.9% System Uptime
with no maintenance downtime

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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