

Public Sector Guide to Intelligent Agreement Management

Navigating the public sector agreement landscape

Agreements—from procurement and grants to citizen services and agency coordination—are central to government operations. However, in the public sector, they’re often slowed by regulatory requirements, compliance needs, and multi-step approvals.

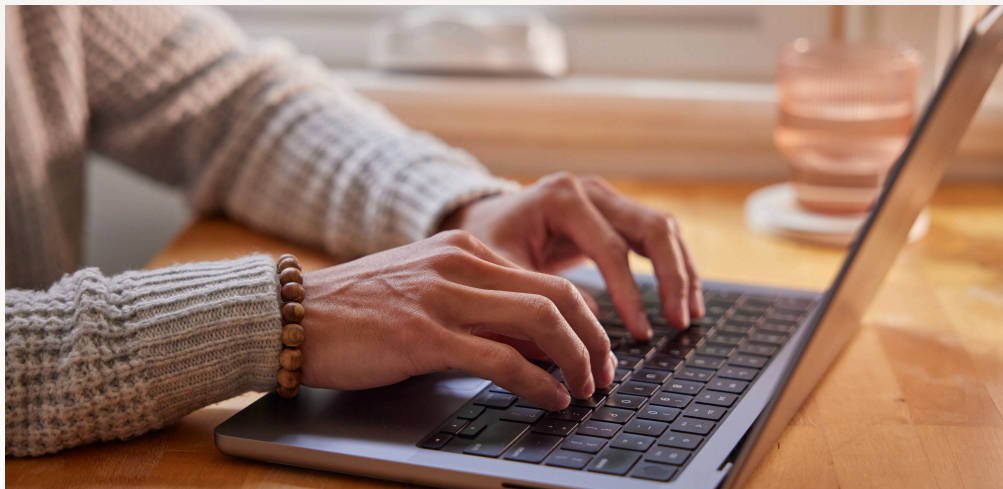
Outdated agreement processes and independent systems can cripple an organization, leading to a host of negative outcomes. In government agencies, this reality often translates to wasted public funds, slowed service delivery, and an increased risk of compliance and audit failures. It’s a frustrating cycle where delayed infrastructure projects, emergency response gaps, and damaging audit findings frequently stem from inefficient agreement management. We call this problem the “**Agreement Trap**.”

Agreement Trap

The value your organization loses due to agreement workflows that use disconnected technologies and inefficient manual handoffs.

The Agreement Trap is a web of inefficiencies driven by three main issues: fragmented processes, disconnected tools, and underutilized data. Paper forms, manual reviews, and siloed systems create a series of delays and wasted resources. Valuable information is trapped in these independent systems, preventing staff from making data-driven decisions and improving efficiency.

Intelligent Agreement Management (IAM) addresses these challenges with secure digital workflows that streamline agreements, reduce risk, and support the mission of public service.



IAM for government agencies

What is IAM?

The **Docusign IAM platform** helps agencies escape the trap and turn agreements into a driver of performance, accountability, and better service delivery.

The platform is AI-powered and connects and automates agreement work across public sector agencies. Built to address the complexities of government operations, the IAM platform simplifies the creation, approval, and management of agreements while enhancing compliance, transparency, and service delivery.

Intelligent Agreement Management (IAM)

AI-powered cloud software that connects and automates every step of agreement work. It collects data about an agreement throughout its lifecycle so that information can be analyzed and turned into value.

With the IAM platform, agencies can:

- **Simplify public services** by offering fast, digital-first self-service experiences
- **Improve efficiency** by automating the routine steps behind every agreement
- **Secure sensitive data** while generating insights that support better decision-making

By modernizing the full agreement lifecycle, not only the signature step, the IAM platform empowers agencies to spend less time on paperwork and more time serving constituents.

Annoyed with agreement activities? You're not alone. Deloitte and Docusign research found that:

62%

of professionals struggle to locate existing contracts

45%

manually input data into contracts rather than import it from other systems

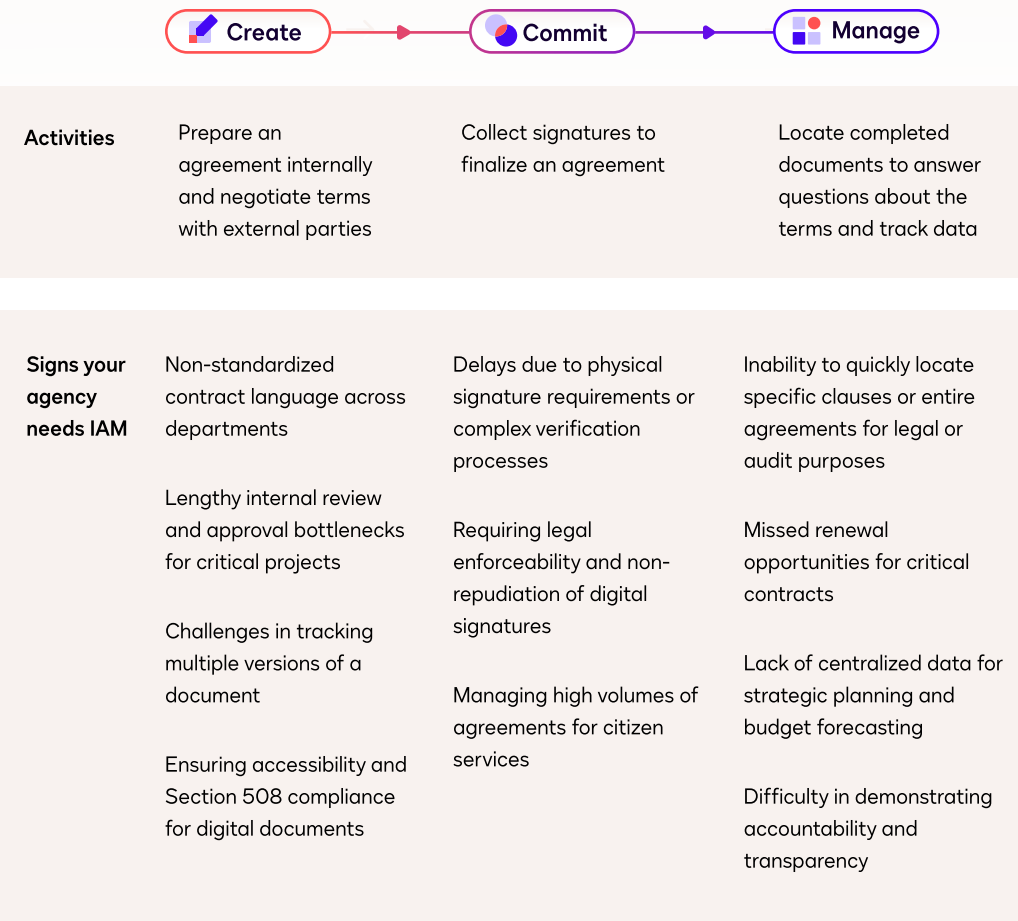
54%

lack the tools to automate agreement tracking and analytics

The stages of public sector agreement management

When was the last time your team reviewed your end-to-end agreement process? A good way to determine whether you need an IAM platform is to audit the technologies and processes you currently use. As you go, note which steps are manual and which are automated. Add up how much time is spent waiting for routine handoffs. Ask the involved parties what they would change.

To get you started, here's an outline of the three stages in a typical public sector agreement process. It includes common activities and related pain points that indicate it's time to upgrade to the IAM platform.



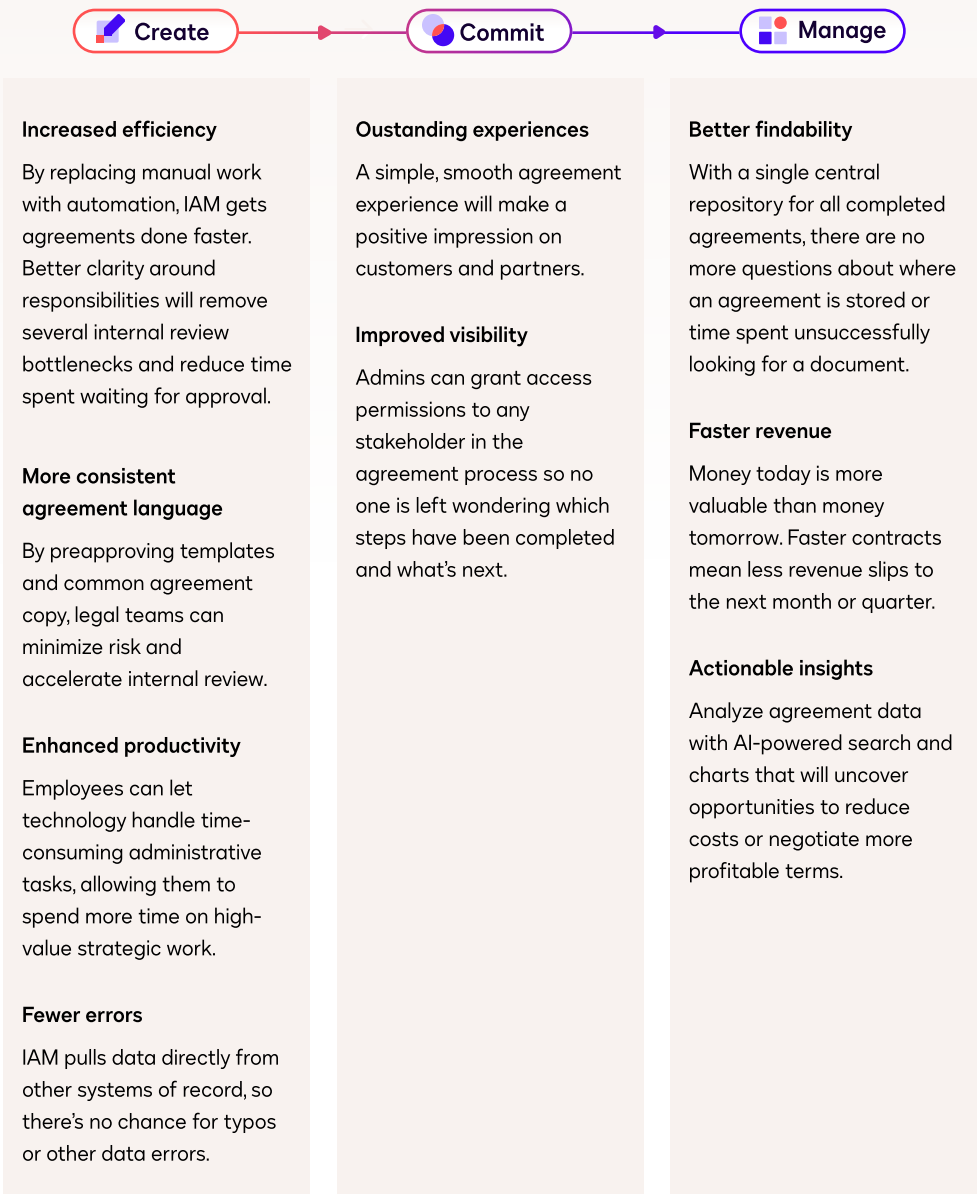
Organizations with
disconnected agreement
management workflows spend

18% more time
working on agreements

Source: Deloitte and Docusign,
Unlocking the Value of
Agreement Management

Benefits of IAM

IAM brings a series of improvements that will impact almost every team. Here's how you can expect IAM to impact agreement work at each stage:



IAM Platform features: Tailored for government needs

App Center

Connect government systems directly to DocuSign to streamline workflows and reduce manual effort. With integrations for commonly used public sector platforms like case management and productivity tools, and FedRAMP-authorized apps such as Microsoft SharePoint and Salesforce, agencies can sync data securely and avoid the risks of manual entry or switching between systems.

Maestro

Create standardized, transparent workflows for government processes like procurement, grants, and HR without writing a single line of code. With Maestro, agencies can quickly map out each step, assign roles, define actions, and integrate tools as needed. Pre-built templates make it easy to get started, and once a step is completed, the next one kicks off automatically. It's a fast, flexible way to improve consistency, speed, and accountability across departments.

eSignature

eSignature is the trusted foundation for secure, legally enforceable digital transactions in government. It enables signatures from any device, supports PIV cards, and includes full audit trails and certificates of completion. Trusted by over 5,500 public sector agencies, it meets strict compliance standards while helping reduce delays and build confidence in digital services.

Navigator

Navigator is more than a storage solution. It's an intelligent repository built to manage the full lifecycle of government contracts, forms, and agreements. Using AI-powered search, agencies can quickly locate specific clauses, data points, or language for compliance checks, legal inquiries, or public information requests. With filtering options by party, date, value, or contract type, Navigator enables faster answers and stronger accountability through a centralized, searchable archive.

Agreement Preparation

Agreement Preparation allows you to efficiently create and manage templates, generating professional agreements with accurate data. With a single click, you can create agreements right where you work—whether that's in DocuSign, Salesforce, or your own internal tools—with data that's connected across the entire agreement management process.

Escape the Agreement Trap: A call to action for government

The future of government agreements is digital, intelligent, and citizen-centered.

Docusign is a trusted leader in e-signature and contract lifecycle management. With IAM, we bring new intelligence, automation, and visibility to the entire agreement process—backed by our deep understanding of public sector needs and a strong commitment to security and compliance. Whether managing procurement, grants, or citizen-facing forms, there's an IAM application that empowers teams to work more efficiently and transparently.

IAM Core

Built for departments and agencies of all sizes. Save time and get the most value out of every agreement.

IAM for Customer Experience

Transform the time-consuming processes into engaging experiences for constituents and employees that foster trust and scale service delivery.

Read more about the [Docusign IAM platform](#) to see how your team can benefit from digitally centralizing and connecting your agreement work.

If you'd rather talk to someone about how your team can use IAM, connect with our [public sector experts](#) to learn how we can support your agency's goals.



About Docusign

Docusign brings agreements to life. Nearly 1.7 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 the Docusign Intelligent Agreement Management platform, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM). For more information visit [Docusign.com](#)

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