Verify signer identity as part of a trusted, mobile-first signing experience

Agreements are based on intention and identity: organizations need to be able to trust that signers are who they say they are. The standard practice of verifying a signer's identity is to send a link to the signer's email address. But agreement value, sensitivity, business risk, regional regulation, or legal requirements can drive the need for enhanced identification. The challenge is to deliver stronger verification while keeping the signing experience user-friendly.

That's where Docusign Identify comes in. Identify provides a portfolio of enhanced signer identification and authentication capabilities built into the eSignature workflow, enabling organizations to transact a full range of agreements with increased compliance and trust. These solutions include:

- ID Verification: digital identity proofing of signers via biometric checks such as AI-enabled liveness detection, verification of passports, driver licenses, or ID cards, knowledge-based authentication (KBA) questions, or electronic IDs
- Phone Authentication: multi-factor authentication via text message or phone call
- ID solutions for digital signatures: meet requirements for Advanced (AES) and Qualified Electronic Signatures (QES)
- Network of trust service solutions: Easy access to our tightly-integrated global network of trust service providers for region-specific compliance

Reduce the risk of fraud

- Require signers to clear an enhanced identification check before accessing agreements
- Verify identities with multiple options, such as government-issued IDs, liveness detection, electronic or bank-based ID authentication, and knowledge-based questions
- Authenticate existing users with simple 2-factor authentication via SMS or phone call

Streamline Compliance and audit efforts

- Support and scale compliance efforts with industry and regional standards such as Know Your Customer (KYC), Anti-Money Laundering (AML), and electronic identification, authentication and trust services (eIDAS) compliance
- Record verification status through the eSignature Certificate of Completion (CoC) for audit purposes
- Leverage pre-built integrations or APIs to connect to the systems you already use. Write verification status and ID data into your system of record

Results

98%

Time saved with electronic signature and digital identification (1)

$17+

Per document saved for account opening use case (2)

75%+

Faster processing for debit requests (3)

"Docusign eSignature and ID Verification helps remove an hour or more of paperwork time per car sale and gives customers a digital experience when they want it."

Mike Philips
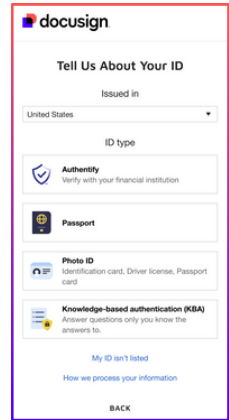Business Development Executive, Digital Sales at McCloskey

(1) Lending platform, UK
(2) F500 US-based bank
(3)$3B AUM credit union

Embed identification into agreements

- Add your choice of enhanced identification and authentication methods into your agreement workflow
- Customize the user experience: add your own branding, tailor workflows, and decide types of acceptable IDs or types of authentication
- Provide signers with self-serve identification or authentication experience as part of a trusted, mobile-first signing experience. No downloads or plugins required

Support global coverage, including digital signature requirements

- Access the industry's largest network of identity verification and trust service providers
- Validate all major ID types such as government-issued documents or digital IDs, commercial eIDs and digital certificates
- Meet identity requirement for digital signatures at the Advanced (AES) and Qualified (QES) levels under the European Union and United Kingdom's electronic identification, authentication and trust services regulation (eIDAS)

Use Case Examples

- Consumer account opening
- Loan and lease agreements
- Power of attorney
- Dispute notices
- Claim processing
- Wire transfers
- Remote deposits
- Equipment financing
- Auto sales
- Insurance applications
- Good Practice guidelines
- Patient consent
- Employee onboarding

Primary Industries

- Financial services
- Insurance
- Legal services
- Government
- Healthcare
- Life sciences
- Automotive
- Human Resources

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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