

Digitize Agreements and Exceed Constituent Expectations

Digital interactions are reshaping how people expect to engage with government. From applying for benefits to enrolling in health programs, constituents want fast, simple, and accessible services that match the ease of modern consumer experiences.

The White House recently emphasized this priority with an [Executive Order](#) on Improving Our Nation Through Better Design, urging agencies to reduce friction and improve how services are delivered. Yet many agreement processes, such as filling out forms, verifying identities, and completing authorizations, remain frustrating and fragmented.

These outdated processes create barriers for constituents, increase administrative burdens, and slow the delivery of vital services.

Intelligent Agreement Management (IAM) is a new cloud software that delivers automated, simplified, and secure agreement processes for the government. With [DocuSign IAM for CX](#), agencies can enhance the public's trust through effective service delivery and dramatically improve the quality of experiences offered to the American public:

Increase completion rates

Optimize forms and agreements for speed and security so constituents can complete benefits enrollment, license applications, or service requests without unnecessary steps, delivering a more intuitive, step-by-step user experience.

Minimize friction

Enable people to securely sign and submit agreements virtually anywhere, on practically any device. This is especially beneficial for those in rural communities, people with limited mobility, or anyone accessing services outside standard business hours.

Adapt quickly

Seamlessly update agreement workflows in minutes to reflect new regulations, public needs, or funding requirements without waiting for long IT development cycles and response times.

Build trust through security

Protect the integrity of every agreement with a FedRAMP and GovRAMP authorized application that provides transparency and secure data for both agency staff and the public.

Opportunity

82%

of respondents identify agreement management as a key driver of customer experience goals¹

74%

of respondents credit agreement management as a driver of digital transformation initiatives¹

¹ [Deloitte, Optimizing Agreement Management, 2025](#)

DocuSign IAM for CX

The DocuSign IAM platform provides capabilities and services built for the unique needs of government agencies. In an environment where trust, compliance, and accessibility are essential, the quality of the agreement experience directly impacts how constituents interact with public programs. Our preconfigured IAM for CX offering equips agencies to transform outdated, manual, and paper-heavy processes into digital-first experiences that are secure, efficient, and user-friendly. Agencies can improve service delivery, reduce administrative burdens, and strengthen public confidence in government services.

eSignature

Deliver an intuitive, mobile-friendly signing experience across virtually any device, allowing users to securely send, sign, and track contracts, consents, and other agreements in minutes.

Web Forms

Enable a user-friendly, dynamic form-filling experience that's accessible across various devices, helping you reach a broader customer base, and increasing completion rates.

Maestro

Build a variety of business workflows without writing a single line of code to digitize your agreement journeys from end-to-end.

App Center and Integrations

Share data seamlessly across systems when you bring in partner apps to amplify your agreement workflows, and embed IAM for CX into existing tools with **1,000+ pre-built integrations**.

Use case examples

Public services

Social service intake forms
Benefit applications
Claim submissions

Permitting and licensing

Business permits
Business licenses
Inspection notices

Public safety and justice

Law enforcement reports
Witness statements
Parole documents

Education

Student enrollment
Field trip forms
IEPs

Financing and grants

Financial aid forms
Grant applications
Public-private partnerships

Human resources

Offer letters
New hire paperwork
Performance reviews

About DocuSign

DocuSign brings agreements to life. Over 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 DocuSign IAM, companies can create, commit to, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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