

# The Architect of the Agentic Enterprise: Scaling the Legal Function with Docusign

## The operating reality

Agreements are the backbone of every enterprise. They are how the business executes its strategy, codifies its commitments, and defines the rules of engagement. To scale these commitments, businesses are turning to AI-powered intelligence and automation to expedite human-led legal review and enable self-service contracting. As this happens, legal teams must maintain controls that hold up under scrutiny while enabling the business to move faster without losing control. This means establishing clear guardrails, standardized escalation paths, and a defensible evidence trail showing exactly who acted, when, and under what approved language.

Achieving this level of scale requires a fundamental shift in how the legal department operates. Rather than conducting manual, case-by-case reviews for all agreements, legal teams must become the architects of the AI-powered agreement workflows themselves.

## The opportunity

This new operating model requires a platform that combines agreement intelligence, workflow automation, and governance into a single connected system that works across the business. The Docusign Intelligent Agreement Management (IAM) platform transforms legal teams into a force multiplier, enabling the business to move faster while maintaining governance and control. The Docusign IAM platform empowers legal teams to shift from reviewing every agreement to governing them all. Instead of replacing human oversight, the IAM platform allows the business to safely self-serve within strict legal guardrails. Legal judgment does not leave the workflow; it is built into the infrastructure. Automating routine agreement processes allows your legal team to focus on complex negotiations, proactive risk management, and advising the business.

## Benefits

# 77%

less time spent processing agreements  
(**Catchafire**)

# 95%

reduction in manual review time  
(**Cimplifi**)

# 78%

of agreements don't require  
legal intervention  
(**iCIMS**)

“Docusign CLM has so much functionality that it was **easy to develop our workflows and roll out a program** that worked for us. Our process is so seamless now. It’s been very good for us and for our clients.”

**Marla Crawford**  
General Counsel, Cimplifi

## The connected IAM platform advantage

### Deliver efficiency, control, and insight across the agreement lifecycle

To successfully architect and govern the enterprise agreement infrastructure, legal teams require a secure, purpose-built platform that balances speed with proactive risk management. The IAM platform achieves this by unifying the entire agreement lifecycle into a single system of record and equipping legal leaders with the tools to accelerate routine contracting, enforce compliance programmatically, and turn static contract data into actionable business intelligence.

### Standardize once, enforce everywhere

By embedding your accepted risk positions directly into the IAM platform, you create a universal standard. The platform enforces this logic across every department, ensuring that your legal team's judgment isn't just a document; it's the automated, scalable infrastructure that governs your enterprise.

### Extend your legal tech stack with partners you choose and control

Seamlessly integrate your existing legal tech stack, preferred specialized AI technology, and enterprise business tools. Docusign integrates with core applications like Coupa, Microsoft Copilot, Salesforce, SAP, and Slack, so agreement workflows happen seamlessly across systems teams use every day, from triggering actions to surfacing completed agreements and the insights they contain.

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**“Docusign streamlined our legal operation. Contracts close faster, teams track renewals without chasing them down, and everyone finds what they need in one place.”**

#### **Wade Johnson**

Associate General Counsel at Thrive Market

## What legal leaders say

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“CLM provides access to metrics we never had before. This data shows both my team and sales leaders where processes need to be optimized, where legal handoffs need to happen—or not—and what additional resources may be needed so we can make a business case for it.”

#### **Courtney Dutter**

Deputy General Counsel and VP of Legal & Compliance, iCIMS

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“Docusign AI-Assisted Review is an incredible safety net for risk.”

#### **Marla Crawford**

General Counsel, Cimplifi

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“The number one thing that stalls agreements is a lack of collaboration. That's where Docusign CLM really helps.”

#### **Harry Hall**

Associate General Counsel, Sensata Technologies

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## The legal innovation engine

The IAM platform moves your legal team decisively past outdated processes and static templates to governed, AI-driven workflows that proactively manage the agreement process across the enterprise:

### Support complex negotiated agreement workflows

Building on our foundation as a category-leading enterprise contract lifecycle management (CLM) system, we have reimagined traditional contract management for the AI era. Leverage this deep expertise within the IAM platform to seamlessly support your most complex, cross-functional enterprise agreement workflows.

### Unlock agreement intelligence

Turn static contracts into dynamic intelligence with DocuSign's agreement AI engine, DocuSign Iris, that understands complex legal language and drives agentic workflows from draft through renewal.

### Automate playbook assembly

Use advanced AI to automatically ingest historical contract data to dynamically construct, update, and refine legal playbooks that align to your company's positions..

### Build custom agents

Empower legal teams to build custom agents with natural language and clicks, not code, tailored specifically to company policies and unique regulatory requirements.

### Ask an AI assistant

Provide an intuitive, conversational interface for the broader business to request, query, and interact with legal processes without ever leaving their daily applications.

### Connect legal to business systems

Integrate with major CRM, procurement, and HR systems to enable everyone who touches agreements to see status, complete actions, and gain insight, ultimately eliminating the coordination and communication tax felt by legal teams and the business teams they support.

### Unify your legal tech ecosystem

Benefit from a secure, governed "legal front door" that seamlessly integrates with preferred, specialized legal tools (like Harvey, Legora, CoCounsel by Thomson Reuters, and others) and general-purpose LLM models (like Anthropic, OpenAI, Gemini and others). Route the right agreements and context into these tools and bring results back into DocuSign IAM as the canonical system of action, ensuring you benefit from specialized capabilities without fragmenting workflows or losing control of data and auditability.

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**"We replaced six different vendors with one platform from a name that everyone knows and trusts: DocuSign. That's great for our bottom line, but more importantly, it simplifies our work. We get more done without overspending."**

### David Hollady

General Counsel and Data Protection Officer, Perceptyx

## How legal teams use IAM

### Intelligent intake, triage, and auto-routing

Eliminate email and spreadsheet chaos by using Docusign Iris to automatically assess, categorize, and route incoming legal requests. The business confidently handles routine work within the exact risk parameters your legal team sets.

### Agentic playbook review and execution

Utilize AI-powered clause analysis and background pre-screening as a form of playbook-aligned acceleration. The platform automatically cross-references draft and third-party agreements against legal playbooks, applying legal judgment at machine speed and escalating to human review when needed.

### Supplier portfolio analysis and regulatory response

Instantly analyze the entire enterprise contract repository to respond to fast-moving business and regulatory changes that impact your supply chain, while mining historical redlines for strategic negotiation intelligence.

### Post-signature obligation and renewal management

Track post-signature milestones, automatically identifying out-of-policy pricing, and surfacing upcoming renewals across the entire enterprise.

### Transparent AI governance and human oversight

Maintain transparent, auditable AI behavior and systematically flag non-standard scenarios for human expert judgment. Your legal team authors what agents can do, defines where a human-in-the-loop is needed, and unequivocally proves what actions were taken.

## Industry-leading trust and innovation

Over 95% of Fortune 500 companies are Docusign **customers**

### FASTCOMPANY

Most Innovative Company (2026)

### FORTUNE

A Fortune Future 50 company (2025)

### Newsweek

Most Trustworthy software companies (2025, 2024)

### IDC

#1 e-signature solution for over a decade

### Gartner

Leader in the Gartner® Magic Quadrant™ for CLM for 6 years

Unwavering commitment to compliance, supporting SOC 2 Type II, ISO 27001, FedRAMP Moderate Impact Level, GovRAMP, and [more](#).

## Future-proofing the legal function

Built to scale with AI, Docusign IAM platform keeps your governance stable and defensible. Your playbooks and audit trails remain the unwavering source of truth, even as underlying AI capabilities accelerate. To learn more about what we're building:

- Visit the [Docusign Release Readiness Hub](#)
- Register for our next [Roadmap Webinar](#)

Experience the power of the Docusign IAM platform:



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