

# Elevate Tribal Member Services with Digital Workflows

Providing critical services to members is vital for tribal nations, from enhancing community engagement to prioritizing cultural revitalization and promoting economic opportunities.

Tribal nations need to modernize and digitize the processes and workflows that support the efficient delivery of member services. These important services keep organizations operating safely and advance and ensure quality of life. For decades, tribal nations have often relied on cumbersome PDF and paper agreements, contracts, and forms—whether it's contracts at hotels and casinos, seasonal employee agreements, telehealth/healthcare, overall purchasing, or tribal council agendas.

Fortunately, DocuSign solutions make it easy to adopt digital workflows that better meet employee and member needs. By eliminating manual and redundant tasks, DocuSign helps tribal nations fully embrace digital transformation and all its modern conveniences.

## Value and benefits of DocuSign for tribal nations

- **Provide a better experience:** Give tribal members and employees the speed and convenience of doing business digitally.
- **Increase productivity:** Eliminate manual and redundant tasks so council members and employees can focus more on strategic work.
- **Reduce costs:** Save money by eliminating paper and inefficient, time-consuming workflows.

## Intelligent Agreement Management (IAM) enhances and streamlines operations

Our applications are collections of core capabilities and platform services built for the unique needs of different individuals, teams and industries.

- **IAM for CX:** Deliver exceptional member experiences without the heavy lifting or coding. Optimized forms and agreement processes boost conversion rates with the ability to agree instantly, anywhere, on any device with our secure and fast signing solution.
- **IAM Core:** Our preconfigured application provides all the tools needed to put agreement data to work for tribal nations. Build and deploy customized workflows that automate tribal agreement processes while transforming static documents into dynamic assets that maximize agreement value.
- **CLM:** An end-to-end solution that allows tribal nations to streamline the entire contract lifecycle. It takes care of pre-signature activities such as document generation, collaboration, and workflow orchestration, and post-signature activities such as tracking, managing, and storing documents.

## Use case examples

### Tribal Council and Members

Executive and council sign-offs  
Member solicitation  
Shareholder agreements  
Membership applications  
Change of address

### Casinos and Gaming Commissions

Tax exemption forms  
W2G form  
Gaming investigations  
Vendor licensing  
Event space applications  
Booking requests

### Procurement

Purchase orders  
Vendor contracts  
Reimbursements  
Invoice and expense  
Processing

### HR

Offer letters  
Employee policy updates  
Time sheets  
Personal action forms

### IT

Change requests  
Incident reporting  
Requirements sign-offs  
Access management  
Maintenance authorization

## DocuSign IAM core capabilities

Our capabilities uniquely address each step of the agreement process, with select capabilities included in our applications to help you transform your organization.

- **eSignature:** Document signing software that tribal nations can use to legally—and securely—collect approvals online in minutes.
- **Navigator:** Organize agreement data in a central repository and unlock agreement insights.
- **Maestro:** Build a variety of workflows without writing a single line of code to digitize your agreement journeys from end to end.
- **Workspaces:** Bring people, agreements, and information together in a secure hub for a simplified customer experience and real-time collaboration.
- **Agreement Prep:** Easily leverage templates to generate custom, accurate, and professional agreements in seconds, adding flexibility, speed, and compliance to your agreement process.
- **Web Forms:** Capture data and dynamically populate content into agreements for signature in one easy-to-use interactive experience.
- **Monitor:** A solution designed to protect critical data and agreements from unauthorized activity through round-the-clock tracking.
- **Notary:** Empowers tribal nations' notaries public with the digital tools they need to conduct remote online notarization (RON) transactions.
- **Identify:** Makes identity proofing and authentication seamless for protecting important agreements and tribal member experiences.

## Integrations

DocuSign offers 1,000+ integrations and APIs so tribal nations can connect and extend workflows without ever leaving their favorite productivity solutions.

- **Microsoft:** Tribal employees can prepare, sign, collaborate, store, and manage agreements within Microsoft apps, boosting productivity and accelerating agreement completion.
- **Salesforce:** Tribal organizations can prepare agreements seamlessly, get documents signed faster, and manage contracts within Salesforce and Slack, accelerating business workflows, reducing costs, and elevating member experiences.
- **ServiceNow:** Whether it's a simple request for information or a multi-departmental process such as employee onboarding, the ServiceNow + DocuSign integration provides frictionless customer, employee, and IT services for tribes.
- **Google:** DocuSign eSignature pre-built integrations for Google Apps (Drive, Gmail, Docs, and Chrome) increase security, privacy, and productivity.
- **Laserfiche:** Tribes can easily initiate the DocuSign signing process with the Laserfiche Web Access interface—simply choose a document, select the type of signing and who needs to sign it, then send it.

## 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).

## Case Study

### Ho-Chunk Inc.

Ho-Chunk Inc. (HCI), which is a part of the Winnebago Tribe of Nebraska, implemented DocuSign eSignature on an enterprise-wide scale to connect agreements between all departments, including finance, human resources, accounting, and government contracting.

HCI has achieved tremendous operational improvements, including enhancing efficiencies and speed to market, sending proposals quickly, getting contracts signed expeditiously, and being more responsive to customers.

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