

# The Docusign IAM Platform for Government

At the core of every government process are agreements, forms, and contracts that need to be created, committed to, and managed. Now, Intelligent Agreement Management (IAM) is redefining the role of agreements in government, transforming them from a source of delay to a strategic tool for eliminating inefficiencies.

The [Docusign IAM platform](#) connects every step of the agreement process—turning paperwork and static PDFs into actionable data, aligning workflows across departments, and speeding up decisions that drive real results. Removing the daily friction that exists throughout forms, contracts, and agreements frees teams to focus on their mission while strengthening the everyday efficiency of government.

## Simplify and modernize the constituent experience

Modernize service delivery with digital-first, self-service experiences that are fast to deploy, easy to use, and seamlessly integrated.

## Improve agreement operations for maximum efficiency

Automate the routine work behind every agreement—like signing, routing, and filing—so agencies can focus on delivering faster, more effective public services.

## Securely centralize data, surface insights, and build trust

Safeguard controlled or sensitive information, track activity with full transparency, and unlock data that drives smarter decisions and stronger public trust.

## Use case examples

### Case management

- Intake
- Eligibility
- Provisioning

### Correspondence

- Open record requests
- Service inquiries
- Records management

### Grants & lending

- Grant/loan application
- Eligibility assessments
- Post-award monitoring

### Permits & licensing

- New business registrations
- Building permits
- Licenses

### Enforcements & corrections

- Warrants/affidavits
- Court reports
- Witness sheets

### Human Resources

- Offer letters
- On-boarding documents
- Policy updates

### Procurement

- RFPs
- Sole source justification
- Supplier compliance

Certified	Authorized	Secure	Auditable
Section 508	FedRAMP Moderate	AES-256 encryption (at rest)	Full audit trail (names, emails, IP addresses, locations)
ISO 27001	GovRAMP	Multiple authentication methods (phone, SMS, KBA, ID verification, PIV cards)	Full chain of custody (timestamped sends, views, downloads)
PCI	DoD IL4 (DISA BCAP Connected)	Dedicated government cloud	All downloads digital signed and protected against tampering)

# IAM platform features and applications

**eSignature:** Securely capture electronic signatures for both internal and constituent-facing processes while maintaining a complete audit trail on each document.

**Agreement Manager:** Organize agreement data in a central repository and leverage AI to unlock data that was previously hidden in unreadable, static files.

**Workflow Builder:** Build a variety of workflows without writing a single line of code to digitize your agreement journeys from end to end.

**Monitor:** Protect critical data and agreements from unauthorized activity through round-the-clock tracking.

**Web Forms:** Meet constituents where they are with a digital-first, self-serve experience to capture information and signatures, and in return, streamline data collection for government agencies.

**Workspaces:** Bring people, agreements, and information together in a secure hub for a simplified customer experience and real-time collaboration.

**Agreement Preparation:** Easily leverage templates to generate custom, accurate, and professional agreements in seconds, adding flexibility, speed, and compliance to your agreement process.

**App Center:** Extend your agreement workflows by connecting partner apps to writeback data and push downstream application updates.

**Integrations:** Connect existing disparate processes into an end-to-end experience with our 1,000+ integrations and APIs.

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## Results

### 2 days

Saved in document signing turnaround time on average

### \$5.56

Reduction in hard costs per agreement saved on average

### 29%

Reduction in personnel time per agreement saved on average

To support your agency, DocuSign bundled specific features from the above list into preconfigured FedRAMP and GovRAMP authorized applications designed for federal, state, and local agencies.

**CLM:** Streamline the entire contract lifecycle, from pre-signature activities such as document generation, and post-signature tasks like tracking, managing, and storing documents.

**IAM for CX:** Deliver exceptional constituent and employee experiences without the heavy lifting or coding with this application. Optimized forms and agreement processes boost conversion rates with the ability to agree instantly, virtually anywhere, on practically any device with our secure and fast signing solution.

**IAM Core:** This application includes all the platform features you need to put agreement data to work for government agencies. Build and deploy customized workflows, automate agreement processes, centrally store completed agreements, and transform static documents into dynamic assets that drive decision-making.

## 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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