



IT PAYS TO GO PAPERLESS

YOUR BUSINESS SAVES MORE THAN MONEY WHEN YOU GO
PAPERLESS END-TO-END WITH ESIGNATURES



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Introduction

Companies of all sizes are embracing a more effective, paperless way of working.

From sales agreements, invoicing, event registrations to every other kind of business document, eSignatures are clearing desks and removing paper shredders, pushing the envelope towards innovation rather than the mailman.

The benefits reach beyond space savings. The paperless office can contribute significantly towards saving time, money and the environment too.

Forward-thinking businesses are recognising the true potential for these savings, and reaping the wider rewards of greater staff productivity, increased customer satisfaction and improved brand reputation.

More than 300,000 unique users join DocuSign's Global Trust Network every day, embarking on their own digital transformation.

In short, it pays to go paperless. To keep a competitive edge, your business cannot afford not to.

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Looking to the future it's a no-brainer, paperless is where we're heading and DocuSign can support us to do that.

Steve Healy

Partner and National Head,
Dentons Lawyers



64%

of documents completed under an hour with DocuSign



13.5 DAYS

average reduction in turnaround time

"If we don't change we don't sustain business for the long term, digitisation cuts massive time and creates efficiency."

Lalitha Koya

IT Manager,
William Buck Victoria

Go Paperless and Save Time

Waiting for paper documents to be signed and returned can slow business to a crawl. Worse, it gives customers the opportunity to change their minds and take their business elsewhere. Smart organisations know that you need to strike while the iron is hot.

Digitising sales processes speeds sales cycles and improves win rates. Processes that once took weeks can be reduced to days, even hours, by going paperless.

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Domain

Domain takes less than two minutes to process a contract, instead of 20 minutes

Higher Close Rates and Sales Productivity

With digital agreements, customers can sign documents anytime, anywhere—in the office, at home, or on the road. For example, Sales ITV had a reduction of 98% in document errors and has cut down 5 hours of document processing time per sales agreement. William Buck Victoria processed 90% of individual tax returns digitally with more than 50% completed and returned within 24 hours.

Using eSignatures reduces the paperwork burden for sales reps and support staff. Automating proposals, contracts and other customer documents—thus relieving reps from chasing down signatures—frees up significant time, allowing them to focus on selling.

At EzyAccounts for example, going paperless saves employees 4 hours admin time per

franchisee agreement. Salesforce has credited DocuSign for its success in accommodating 30 percent year-over-year growth for the past three years without adding sales-operations headcount. And for service professionals and other small enterprises, using eSignatures helps close deals quickly.

eSignatures also increase efficiency, saving substantial amounts of time on routine tasks and workflows. Filling out forms manually and keying information into databases increase opportunities for error and slows the pace of business. With eSignatures, this risk is removed for a faster, more accurate, process.

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With DocuSign, we have reduced the handling time of our lease documents from an average of 54 days down to 48 hours, and eliminated associated administrative burden.

Monica Sanchez

CPE Leasing

Returns on eSignature Investments

Customers across industries are improving critical business processes using eSignatures:

- Randstad **saved over \$1 million**, one million pieces of paper and four weeks of work per staff member every year by going paperless.
- Dentons Lawyers **saved their clients over \$70,000** in paper and transportation costs, while exchanging hundreds of millions of dollars in contracts in one day.
- Collin Biggers & Paisley reduced the billing hours for lease documentation by 80% resulting in **50% cost saving** for their clients.
- REED Specialist Recruitment Services **saves 70 hours per week in productivity** as a result of a 10x reduction in document preparation time, all while signing up suppliers 5 times faster.
- Goodman Australia has digitised 70 percent of internal forms and has seen a **80 percent faster document turnaround time**.
- DocuSign itself has realised a **921 percent ROI** by applying eSignatures in our own business operations.

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Digitising our sales agreements have reduced contract handling time by an astounding rate of 90%. We've also seen labour and paper cost savings of up to \$300 000 per year.

Tony Blamey

Chief Commercial Officer,
Domain



300%

increase in ROI



50%

more profitable for digital leaders

"How are we saving over \$1 million, one million pieces of paper, and four weeks of work per staff member every year? We went paperless with DocuSign"

Frank Ribuo

CEO Australia & New Zealand,
Randstad

Go Paperless and Save Money

Companies waste money in many ways, from \$37 billion per year in unnecessary¹ meetings to \$162 billion in ineffective training². Expenditure on paper and postage shouldn't be one of them.

Curbing these costs by going paperless can result in significant savings, freeing resources to be spent on customer service and further innovation.

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Microsoft saves \$7.5 million annually by going paperless with DocuSign

¹ <http://meetingking.com/37-billion-per-year-unnecessary-meetings-share/>

² <https://www.forbes.com/sites/hbsworkingknowledge/2016/07/25/companies-waste-billions-of-dollars-on-ineffective-corporate-training/#151428a84d22>

“

We onboarded around 50 casual staff in the last month, it's a huge component to what we do. DocuSign saves us a massive amount of resource costs and time.

Natalie Saville

IT Systems Manager,
AIME

Lower Costs, Greater Efficiency

For many enterprises, savings can amount to millions of dollars per year. Studies show that DocuSign eSignature delivers benefits of more than \$36 per document, including hard dollar savings, productivity and revenue gains.

Multiplied by thousands or even millions of documents per year, the gains can be huge. For example, Microsoft realises the equivalent of \$7.5 million in hard-cost savings each year by digitising its processes with DocuSign. Small and medium-sized firms can see similar savings as a percentage of their total costs; Centric Digital saves up to \$50K annually by going paperless.



Improved Time to Revenue

Time is money. Waiting for paper documents to be signed and returned is expensive, both in terms of the cost of time and idling resources. Using eSignatures saves time and reduces costs. As a case in point, T-Systems now realises savings of \$36 per agreement, having decreased document turnaround time by 50x.

Electronic signatures can prevent sales from slipping into next quarter. This can help reduce missed sales projections and help companies maintain their valuations. It's almost as if you're adding several days at the end of the quarter to close deals.

Adopting eSignatures in your business can help reduce time-to-revenue—a critical objective for every company, no matter how large or small. eSigning is dramatically

faster than physically signing and shipping, or faxing, documents. Contracts turn around with greater speed, customers can be onboarded sooner, and payments collected earlier. For businesses whose sales rely on recurring revenue streams, this can result in incremental revenue. For example, insurance companies can begin collecting premiums earlier due to faster turnaround time.

Greater Profits, Higher Valuations

Capgemini Consulting found that, on average, “digital leaders” are 50 percent more profitable, generate 13 percent greater revenues, and have 19 percent higher market valuations than their industry peers.

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As a result of implementing DocuSign, we've reduced the lag time between order and go-live from what could be days, to within 24 hours.

Paul Maynard

Head of IT,
Cision

Paying the Price of Waiting

The cost of paper documents adds up every day:

- Each four-drawer filing cabinet holds an average of 11,000 documents and **costs \$1500 per year to maintain**.
- **A lost document is worth, on average \$350**; large organisations lose a physical document every 12 seconds.
- **More than 70 percent of today's businesses would fail within three weeks** if they suffered a catastrophic loss of paper-based records due to fire or flood³.

Business history is filled with examples of companies that paid a high price for not reacting to technological change fast enough.

What is the cost to your business if your competitors implement eSignatures before you do? What is the value of lost opportunities? If your evaluation of the cost of innovation is only focused on ROI and doesn't account for the cost of not innovating, then you are only seeing half the picture.

³ <http://www.thepaperlessproject.com/facts-about-paper-the-impact-of-consumption/>

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We can't differentiate just by doing things faster. What we can do is lead by innovation and offer an experience that's digital and frictionless all the way through. Technologies like DocuSign help us do that.

Lalitha Koya

IT Manager,
William Buck Victoria



Go Paperless and Save the Environment

The environmental impact of paper production and consumption in the workplace cannot be overstated. Despite the modern company's reliance on email, touchscreens and smartphones, paper continues to play an unnecessary role in the office, at the cost of our planet.

Going paperless can significantly reduce the impact the paper industry has on the environment and, in turn, see such efforts rewarded by customer loyalty and elevated brand reputation.

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San Diego Zoo has saved more than 30,000 sheets of paper since 2014 with DocuSign



Randstad saved more than 1 million pieces of paper per annum in candidate administration tasks

From Environmental Impact to Office Waste

The lifecycle of paper is damaging to the environment from beginning to end. From the felling of trees leading to severe deforestation to the burning that emits carbon dioxide and causes air pollution, the environmental impact of paper is significant.

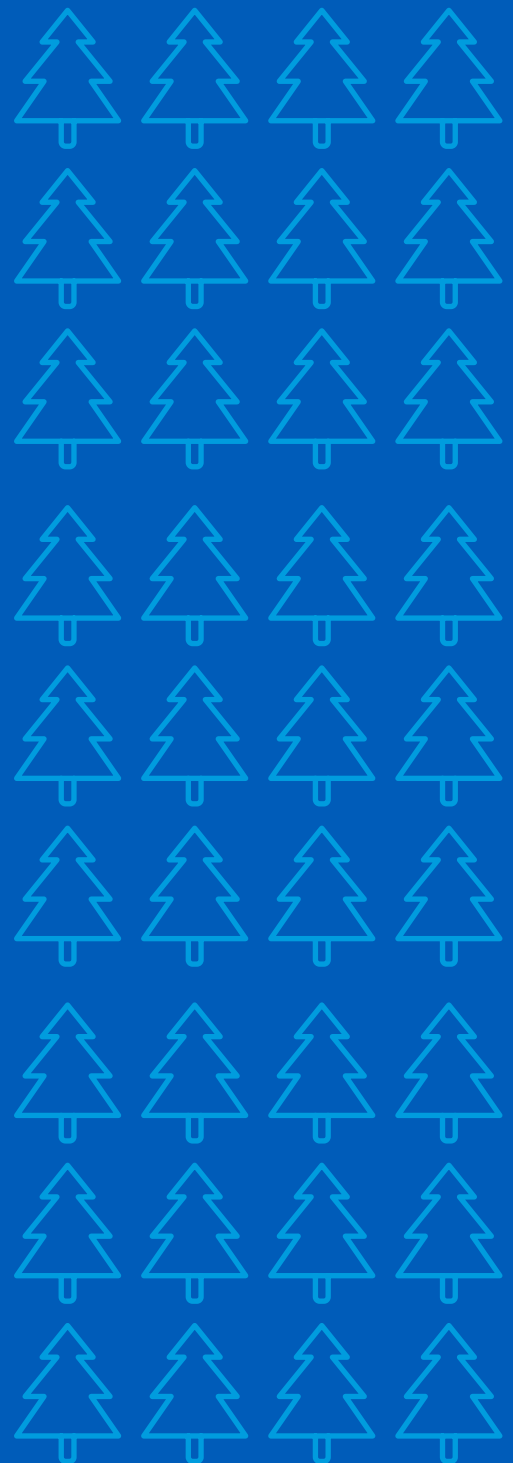
The paper industry is the fifth largest consumer of energy in the world. To produce just one ton of paper, it is estimated that 253 gallons of petrol is used. In turn, to make just one piece of A4 paper requires 10 litres of water⁴.

Paper usage in the average business grows by 22 percent a year, yet nearly half of the paper printed is thrown away daily. In the US, more than \$120 billion a year is spent on printed forms that go out of date within three months. More than 16 percent of landfill solid waste is paper⁵.

Going paperless allows companies to adopt a new greener way of working, so if you needed any further incentive to give paper the flick, you can definitely feel good about the positive impact you will be making on the environment.

⁴ http://www.theworldcounts.com/stories/Environmental_Impact_of_Paper_Production

⁵ <http://www.thepaperlessproject.com/facts-about-paper-the-impact-of-consumption/>



DOCUSIGN CUSTOMERS HAVE SAVED ABOUT
1 MILLION SQUARE
FEET
**OF FOREST BY GOING
PAPERLESS**

Rewarding Green Values

The fact that your company can positively impact the environment might be a compelling reason enough to change. But, also consider this: your company's green credentials hold stock with today's consumer and can prove beneficial for your bottom line. Over 80 percent of consumers value sustainability⁶, and two-thirds are willing to pay more for products from companies committed to positive environmental impact⁷.

⁶ <http://blueandgreentomorrow.com/spend/over-80-of-consumer-value-sustainability/>

⁷ <http://www.nielsen.com/uk/en/insights/news/2015/green-generation-millennials-say-sustainability-is-a-shopping-priority.html>

⁸ <http://www.marketwatch.com/story/from-household-trash-to-jet-fuel-how-companies-are-going-green-2015-07-27>

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[Sustainability] is proving to be an area where companies can create business value. It doesn't have to be a cost, it doesn't have to hold back a company.

George Favaloro

Managing Director,
Pricewaterhouse Coopers Sustainable Business Solutions
Interview with MarketWatch⁸

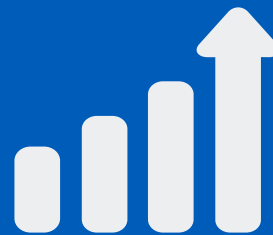
Go Paperless and Gain Staff and Customer Satisfaction

Digital agreements not only lead to lucrative savings, but produce bountiful gains too. Improved customer service and staff efficiency are powerful rewards for going paperless.

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UD Group experienced 25x business growth in terms of employees with DocuSign



61%

improvement in staff productivity

"DocuSign is imperative to Funding Societies' high standard of customer experience."

Kelvin Teo

CEO and Co-Founder,
Funding Societies

Greater Customer Satisfaction and Employee Productivity

In today's intensely competitive marketplace, businesses across industries are looking for new and better ways to engage customers. Given the wide use of smartphones, tablets, mobile apps, and one-click purchasing, a "good enough" user experience is no longer sufficient. You need to find ways to meet your customers' needs across every channel of engagement by streamlining the entire customer experience.

Satisfied customers mean repeat business and referral. DocuSign's impact on customer satisfaction can be huge. For example, AstraZeneca increased its customer satisfaction rate by 16 percent. Another major enterprise attributes a 54-point increase in Net Promoter

Score to the implementation of eSignatures.

The speed and convenience of eSignatures also means greater productivity for employees and partners. It's the same whether you're a small business selling a consumer product or service, or a large enterprise company with complex supply and distribution chains.

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AstraZeneca 

AstraZeneca increased its customer satisfaction rate by 16%



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Word of the convenience of DocuSign spread quickly. Internally all the different departments across Romans started asking when they were getting DocuSign.

Peter Loverdos

Group Operations Director,
Romans

Mobile-Friendly Process

Customers and employees are increasingly mobile, and with the widespread adoption of smart devices, people expect to be able to conduct transactions wherever they are and whenever they want. DocuSign supports transactions across all types of Internet-connected devices, including smartphones, tablets, and PCs.

See what you can save with
DocuSign's Paperless Savings Calculator

SAVE NOW



DocuSign® is changing how business gets done by empowering anyone to send, sign and manage agreements and collect payment – fully digitally – anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward.



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