

# CDC Arkhinéo Cuts Contract Turnaround Time from 15 Days to 1 Day with DocuSign

Technology company improves sales productivity by streamlining the contract execution process

## Company's Top Objectives

Founded in 2001, CDC Arkhinéo was the first French company to provide an archiving solution for electronic data with probative value. With its solution, CDC Arkhinéo ensures the long-term preservation and integrity for all types of electronic documents. The organisation is a subsidiary of Caisse des Dépôts, a trusted third party in France for over 200 years.

CDC Arkhinéo partnered with DocuSign to improve its sales effectiveness by streamlining the contract execution process, while ensuring the integrity and legality of every transaction.

## Challenge

As exchanges between companies are becoming increasingly digital, CDC Arkhinéo's business has developed around storing documents. Problems associated with storing these digital documents are similar to those of paper documents, such as dealing with long storage period obligations, no loss of the documents and, beyond this, ensuring document integrity and having online access to the information. Companies do not necessarily want or have the capacity to handle these issues, thus relying on providers such as CDC Arkhinéo to manage them.

Currently, the company has 750 million documents stored online (one billion documents will be reached by spring 2016), manages more than 5.3 transactions per second and has more than one hundred clients and 70 partners.



## Top Benefits Achieved

- ✓ Contract turnaround time reduced from 15 Days to 1 Day
- ✓ Increased productivity within the sales team
- ✓ Administrative team freed to focus on business development
- ✓ Compliance ensured with French and European legislation through DocuSign and OpenTrust partnership
- ✓ Better relationships with clients and employees alike

# Partnership with OpenTrust delivers a simple, secure, and effective eSignature solution

CDC Arkhinéo's business model focuses on creating local partnerships in the markets that it enters and as such, CDC Arkhinéo is present in 17 countries outside of France. CDC Arkhinéo's success has allowed the company to expand internationally and thus requires a signing solution that can match its global presence.

The company was having difficulty executing contracts in a timely manner, particularly when making amendments to particular terms and conditions. Charles Du Boullay, General Manager at CDC Arkhinéo describes the company's challenges, "There is an increasing need to sign amendments from our clients, to make changes to contracts and sign new ones, and with paper, a lot of time is wasted in this process."

CDC Arkhinéo required a solution that would reduce the complexity of attaining a signature manually, from which deals would stall or fall through due to the slow nature of the process, as Du Boullay explains, "If the client's path is complicated by an intermediary with regard to signing a document, nine times out of ten it will not be signed."

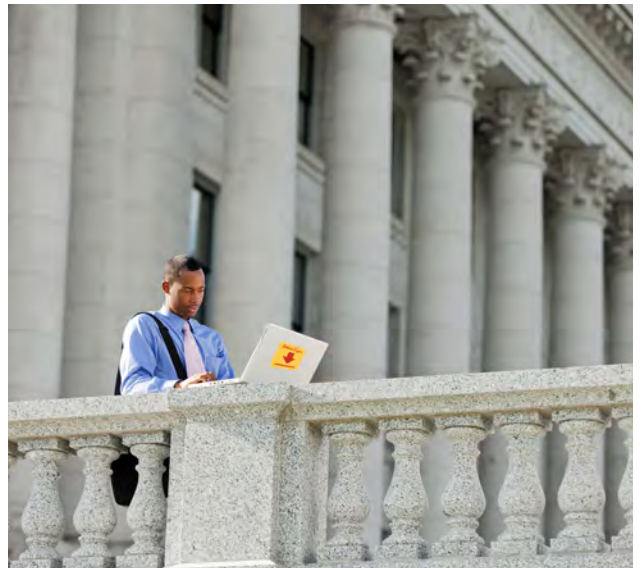
In order to speed up the contract execution process and ensure the security of its documents, CDC Arkhinéo sought an electronic signature solution. "We tried for ten years to see how we could do this, but it was not necessarily simple or easy to implement, for us or for our clients, and we tried to see how we could transform these work flows from paper-based to an electronic work flow," says Du Boullay.

## The Resolution

Having researched the eSignature market, CDC Arkhinéo chose DocuSign's Digital Transaction Management (DTM) platform. A motivating factor was that CDC Arkhinéo had a long-standing relationship with OpenTrust.

OpenTrust is the leading European provider of software and cloud trust services that protects the identities of people and devices, and for securing electronic documents and transactions. "So when OpenTrust and DocuSign entered into a partnership a little over a year ago, it was then natural that we go with DocuSign," says Du Boullay.

The partnership between OpenTrust and DocuSign offers customers across Europe a market-leading DTM platform backed by an internationally recognised Certificate Authority, and is supported by Du Boullay, who says, "With the partnership DocuSign has entered in to with OpenTrust, and with Salesforce, which integrates client relationships directly into our system, we found a solution to the problem of acquiring signatures on contracts, as well as amendments and non-disclosure agreements; ultimately everything related to contract documents that was previously done on paper and therefore wasted a lot of time."



It would take at least fifteen days to sign a contract filed on paper. Sometimes it would never get signed. Now it takes one day. Once you have moved to a digital platform such as this one there is no turning back."

**Charles Du Boullay**  
**General Manager**

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## The Key Benefits

Through its partnerships with OpenTrust and Salesforce, DocuSign has simplified CDC Arkhinéo's contract exchanges moving forward. This has allowed its stakeholders to sign contracts instantly from anywhere and on any internet-enabled device, contributing to the huge efficiency gains that CDC Arkhinéo has experienced, according to Du Boullay, "It would take at least fifteen days to sign a contract filed on paper. Sometimes it would never get signed. Now it takes one day. Once you have moved to a digital platform such as this one there is no turning back."

CDC Arkhinéo has created better relationships with its clients and enhanced its reputation with employees alike, "With DocuSign, we found a simple, easy, quick solution. It's the simplicity and fluidity that allows our intermediaries to be able to use it, even if they are not familiar at all with the product, even if they have never used it," says Du Boullay, "Our clients using the product for signing have excellent feedback on the time saving from the process and increase of productivity."

CDC Arkhinéo's sales team has instant access to the dashboards within the DocuSign platform, allowing them to establish where the bottlenecks are in sales process and close more deals as a result.

"What is much easier, for the sales people in particular, is the ability to find information. Traditionally, when looking for an amendment made four or five years ago, we would physically plunge into the archives," says Du Boullay, "We don't have to do that anymore. All our

documents signed via DocuSign have been a huge time-saver on the administrative end and for the sales person."

Rather than chasing contracts manually as before, CDC Arkhinéo's administrative and business teams have been liberated to focus on generating revenue for the business, to Du Boullay's acclaim, "It gives them a lot more time to be able to focus on the sales development of the company. At all levels, that is the priority. As a commercial enterprise, our priority is business development."

DocuSign has also contributed to the legal effectiveness of the organisation by enabling CDC Arkhinéo to find the appropriate legal information and solve disputes.

"DocuSign's partnership with OpenTrust not only allows it to be in compliance with French legislation, but also allows it to already be compliant with the eIDAS regulations for electronic signatures. It is a step ahead on this matter, since that regulation will not go into effect until the start of 2016, but the solution is already compliant with regard to regulations, so that is even better, and it has also reinforced our choice by ensuring this regulatory compliance," continues Du Boullay, "It provides business credibility; a supplementary business exchange and an accelerator in the development of our business."

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