

evolve Executes Contracts Faster with eSignature Solution

By implementing DocuSign, evolve achieves a great ROI by saving on operational costs and invaluable time

Company's Top Objectives

evolve is a leading provider of mobile, fixed line, broadband, unified communications and IT services. With over 20 years experience supporting thousands of new and growing businesses nationwide, evolve leverages knowledge and expertise to ensure all customers, whatever their industry or size, get the most from their telecom and IT solutions.

evolve partnered with DocuSign to leverage its Digital Transaction Management (DTM) platform and expedite the company's contract workflow with customers and suppliers alike. By implementing DocuSign, evolve has boosted its ROI by saving on operational costs and invaluable time.

Challenge

evolve is focused on assisting B2B customers' telecommunication and IT service needs. The company supplies and supports many leading companies with their communication solutions so faced the problem of having a large number of documents that require signatures, particularly supplier contracts. However, getting these contracts signed and returned in a timely manner was proving costly.



Top Benefits Achieved

- ✓ Increase in contract execution and ability to track document status
- ✓ Huge decrease in the cost of posting documents
- ✓ Reduction in time spent preparing documents

Prominent UK Telecommunications Provider Experiences the Benefits of Fulfilling Documents Digitally

Moyna Good, Customer Services Manager at evolve, describes the company's challenge, "Before we started using DocuSign, we ended up spending a lot of money on post, not only on sending the contracts out, but having them returned to us as stamped-address envelopes."

evolve has been in the managed communications business since 1990 and in that time has grown immensely. In order to continue to accelerate growth and recognise revenue faster, contracts need to be turned around instantaneously, as Good explains, "We send out a lot of airtime contracts as part of our business as we deal with mobile phones, so they have mobile phone contracts. It is imperative that we get those contracts from the customer quickly, and that we can also get them back signed."

The Resolution

Due to the inordinate expense and lengthy preparation time associated with this process, evolve sought a solution that would increase the speed at which contracts are executed. Having previously sent contracts manually or via email, evolve implemented DocuSign's Digital Transaction Management platform to streamline the contract execution process and facilitate any document modifications.

The Key Benefits

Since implementing DocuSign over one year ago, evolve has sent almost 5000 envelopes and is now experiencing the benefits of fulfilling documents digitally across the business, both in-house and externally. "It's critical for Evolve to go digital by using DocuSign. It saves us so much time and money," says Good, "We now use it for our order forms, and also we use it internally for new processes and systems that we need everybody to take on board."

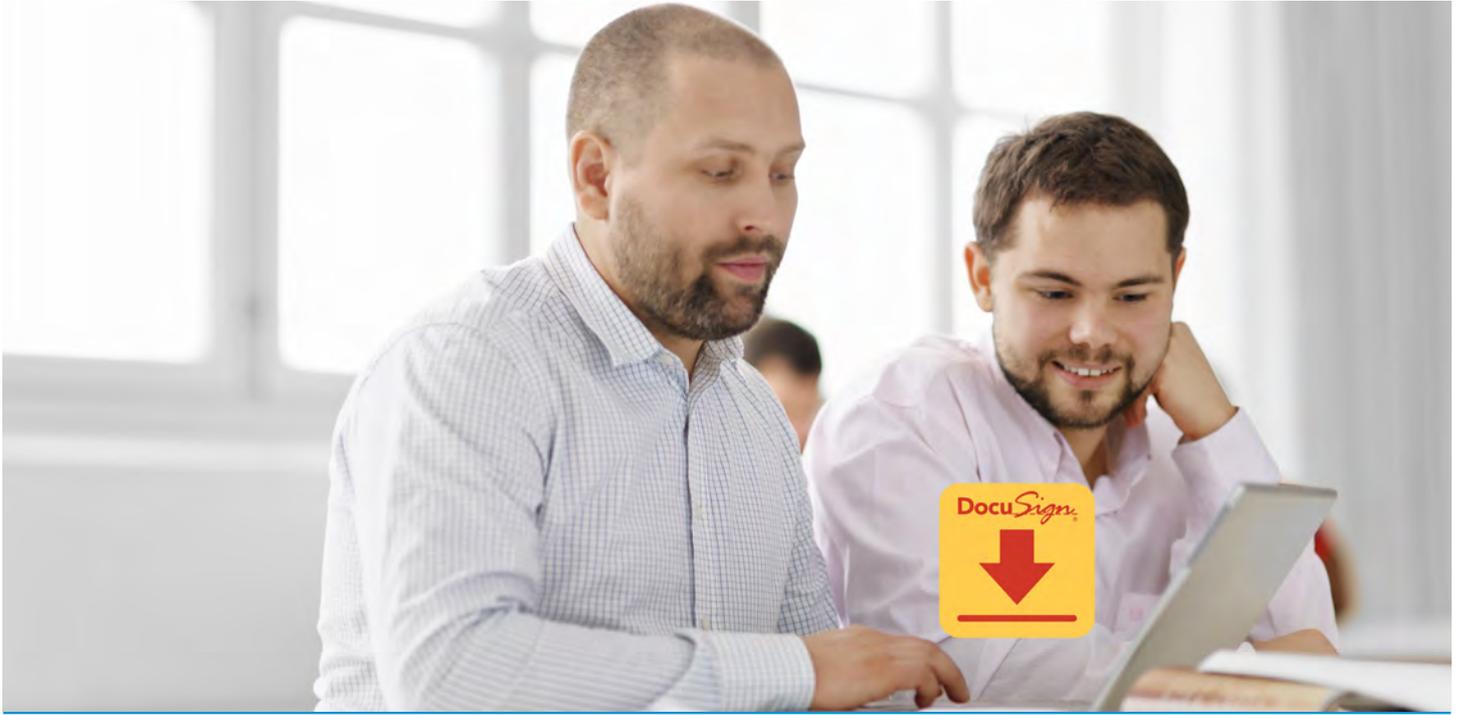
A great ROI has been realised with the solution, and the time spent on document preparation and cost has reduced significantly, as Good details, "By using DocuSign we've saved money on postage, stamps, envelopes, time and paper." Rather than having to manually track and pursue contracts as before, Good and her team can review the dashboards within DocuSign, which provides a visual overview of evolve's activity.

Today, evolve enjoys the highest awards and accreditations that the telecommunications industry has to offer and is one of the leading independent providers of managed communications



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Moyna Good,
Customer Services Manager



services in the UK. With DocuSign in place, the company has a digital platform to build on these accolades and further strengthen its market position, to Good's acclaim, "I can imagine us not using DocuSign because we were there, but I really don't want to have to go back! We've gained so much time and also cost savings – we absolutely wouldn't want to be without DocuSign now."

DocuSign | The Global Standard for Digital Transaction Management®



DocuSign, Inc. (DocuSign®), The Global Standard for Digital Transaction Management® helps organizations achieve their digital transformations for dramatic ROI, increased security and compliance, and better experiences for customers, partners, suppliers and employees. DocuSign automates manual, paper-based processes with the only open, independent, standards-based DTM platform for managing all aspects of documented business transactions. DocuSign empowers anyone to transact anything, anytime, anywhere, on any device securely.

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