

Hornbill Streamlines the Execution of Legal Documents and Drives Efficiency with DocuSign

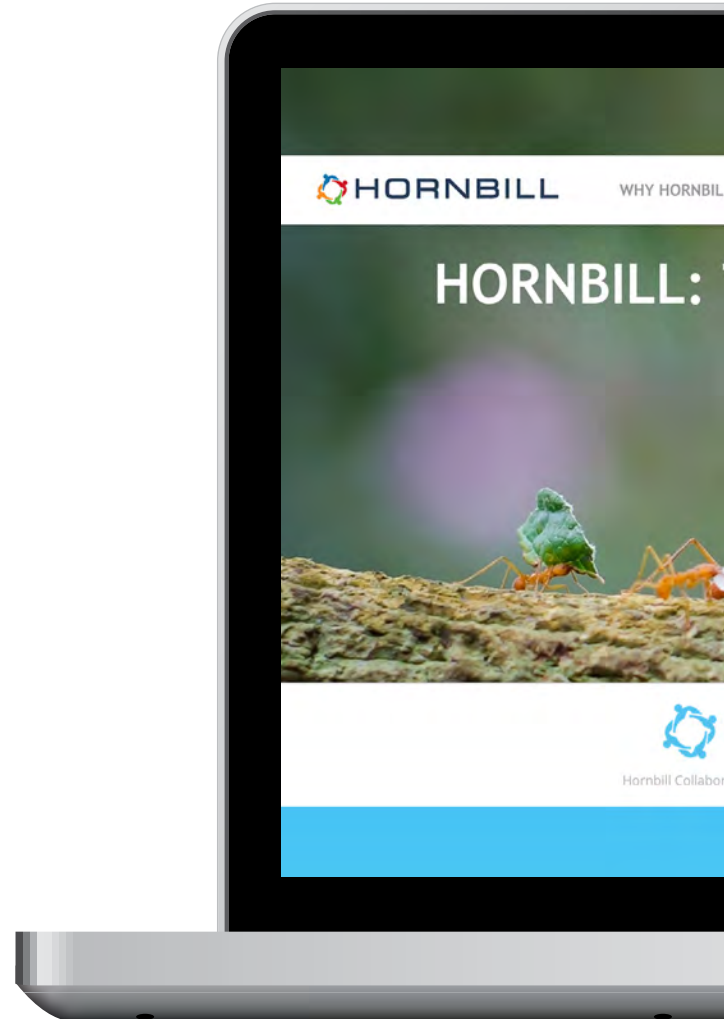
Time spent on document preparation and cost reduced significantly

Company's Top Objectives

Hornbill is an innovator of cloud-based business collaboration technology and applications that engage teams, optimise operations and deliver better customer experiences. Hornbill's software supports customers at thousands of commercial and governmental sites worldwide, combining two decades of IT software management experience with a powerful, innovative collaboration platform; enabling teams to connect anywhere, anytime and in any language.

Challenge

Hornbill's main area of business lies within the public sector, working with companies that aspire to discover new technology in order to create further efficiencies. As such, it has developed a user interface that enables users to be immediately productive, and sought an electronic signature and workflow solution that would enhance this unique experience. Lindsey Gill, Chief Financial Officer at Hornbill, describes the company's position, "Many of the businesses we work with are looking to find out ways to reduce their headcount, but provide the same level of service to their internal customers."



Top Benefits Achieved

- ✓ Faster execution of sales contract
- ✓ Time spent on document preparation and cost reduced significantly
- ✓ Business efficiency driven through DocuSign's secure and intuitive API platform
- ✓ Streamlined process for the execution of legal documents

Business efficiency driven through DocuSign's secure and intuitive API platform

The Resolution

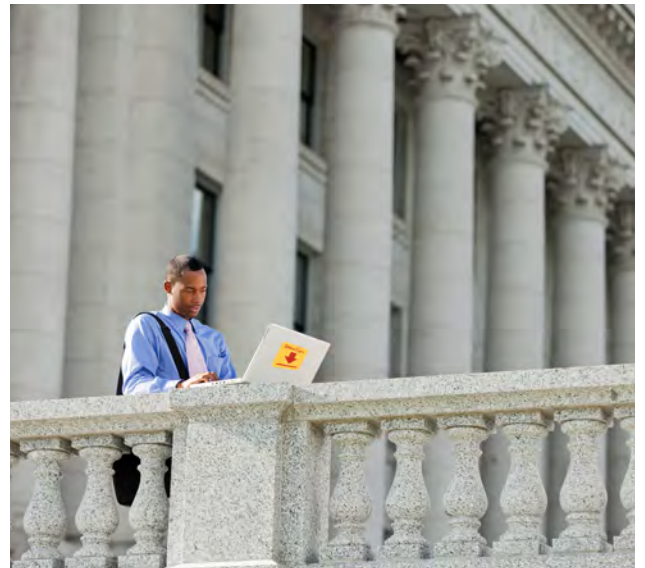
After reviewing a variety of competitors, Hornbill opted for DocuSign's Digital Transaction Management platform to extend the level of service to its customers. While DocuSign was deployed predominantly to facilitate a faster execution of sales contracts, it is also utilised within the business for any legal documents that are sent out.

Hornbill uses automated workflow capabilities that allow complex business processes to be designed and automatically orchestrated in a repeatable and consistent way. This enables employees to focus on their job without the background distractions. DocuSign is employed to enrich these processes, and keep the business fully digital, as Gill explains, "In my experience, the need for businesses to go digital is due to the pressure of economies of scale – to reduce costs and speed up transactions. We looked at DocuSign and a couple of other competitor products in the market and decided that DocuSign was the one that looked like the right fit for us."

The Key Benefits

Since implementing DocuSign, Hornbill has experienced the benefits of executing documents digitally. A great ROI has been inherited with the solution, in addition the time spent on document preparation and cost has reduced significantly, as Gill details, "In terms of return on investment, it's been great... It took very little of my time and other people around the organisation in setting it up," says Gill.

Hornbill now has a streamlined process for the execution of legal documents and drives efficiency through DocuSign's secure and intuitive API platform, "It has been a great way of eliminating what was originally a problem for us; the old process of sending out legal documents and getting them signed manually," Gill says.



We made the decision to go with DocuSign and rolled it out within two weeks. The whole process was very straightforward and a very positive experience"

Lindsey Gill,
Chief Financial Officer



The documents are signed on the secure DocuSign Global Network. As DocuSign follows Directive 1999/93/EC of the European Parliament, Hornbill has complete confidence that contracts signed with DocuSign are legally binding. This is due, in part, to the rich audit trail that is digitally sealed and encrypted at the end of every transaction to successfully enforce its security.

What's more, Hornbill also has the ability to monitor the documents that are still out for signature and set automated reminders that save those at Hornbill from chasing customers manually, with great acclaim, "We made the decision to go with DocuSign and rolled it out within two weeks. The whole process was very straightforward and a very positive experience."

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