

# Microsoft Achieves “Digitopia” with DocuSign

Microsoft partners with DocuSign to increase productivity and efficiency while transforming its customer experience

## Company’s Top Objectives

Founded in 1975, Microsoft is the worldwide leader in software, services, devices and solutions that help people and businesses realise their full potential. Headquartered in Washington, USA, the company develops, manufactures, licenses, supports and sells computer software, consumer electronics and personal computers and services. It is one of the world's most valuable companies.

By partnering with DocuSign, Microsoft has accelerated its transition towards cloud and mobile services, and brought “Digitopia” to the company.

## Challenge

As a leading provider of productivity solutions, Microsoft endeavors to constantly pioneer transformative technology. As part of its evolution in to cloud and mobile services, Microsoft developed a forward-thinking strategy to stimulate the move. The creed is to provide tools to people throughout the world that will allow them to increase their productivity. Consequently, the company must be early adopters of digital practices that will make it more effective for its stakeholders.



## Top Benefits Achieved

- ✓ Microsoft enhances its reputation by streamlining workflows and improving the customer experience
- ✓ Efficiency and productive gains experienced internally by reducing transaction times
- ✓ Instead of waiting days, weeks, or even months for transactions to be completed, near-instant progress is made
- ✓ Customers can initiate signing directly from Microsoft apps, saving time and money by allowing users to conduct business securely and effectively

Customers now have the ability to submit and sign documents without leaving Microsoft apps, allowing them to quickly, seamlessly, and confidently transact their business

Within its French subsidiary, Microsoft works largely in the financial sector; facilitating its client's move towards digital processes, which in turn, is a means of improving customer satisfaction for their customers. Vincent Fily, Business Development Manager, Financial Services at Microsoft France, describes the need for a digital platform, "We found that when a contract was proposed to a client on a tablet, to sign with a stylus, the client was able to reduce the transaction time significantly and increase customer satisfaction. This is an area that many of our customers are working towards, particularly large global banks, who are adopting a digital solution in order to improve the satisfaction of their customers and to reduce transaction times."

In addition to the improvement of its client interactions, Microsoft as a whole implemented measures to achieve carbon neutrality, as Fily says, "We launched a global initiative several years ago that was intended to reduce paper use at all levels internally, which has also made it possible for us to finance much greater availability of tablets for all users."

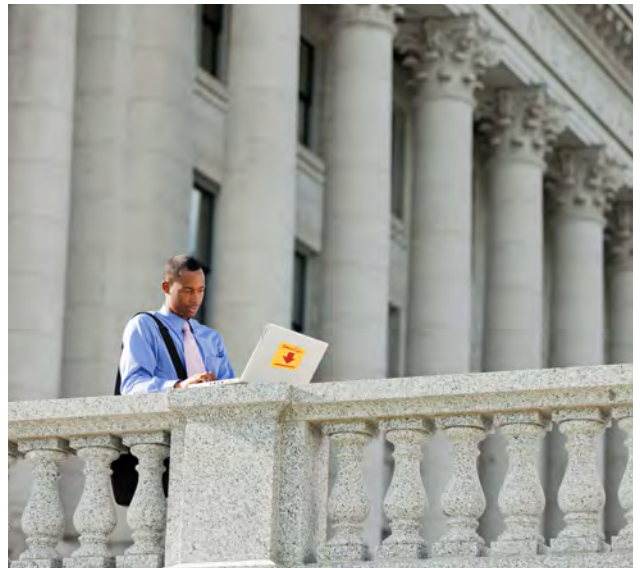
"Digitopia" as it is known, is a movement to explore, embrace and employ the advantages of technology at work. The intranet site focuses on paper reduction techniques and productivity app development to progress tracking to the latest digital tools and training.

Microsoft therefore sought a digital solution that would reduce the company's environmental footprint, while helping the organisation to manage risk, increase efficiency, and support the growth of the business.

### The Resolution

Microsoft announced a long-term strategic partnership to make DocuSign's industry-leading eSignature application widely available from within Microsoft Office 365. "DocuSign is the world leader for electronic signatures, so it is logical that we would associate ourselves in order to be able to integrate and provide the best service to our end users," says Fily.

DocuSign's eSignature applications for Office 365 provide customers with the ability to submit and sign documents without leaving Microsoft apps, allowing them to quickly, seamlessly, and confidently transact their business. Fily continues, "DocuSign is one of the partners with whom we really like to work with. They are early adopters of our solutions and are sure to have add-ons adapted to the latest versions of Microsoft solutions that may be in the Office suite, SharePoint or Dynamics CRM, as soon as the new versions of our products are released. So we immediately have compatibility for electronic signatures as soon as a new product is launched."



Together, Microsoft and DocuSign allow our clients to implement their digital transformation, and to reduce the use of paper. The ease of use of this type of solution enables greater adoption and greater satisfaction for end users."

**Vincent Fily**  
**Business Development Manager,**  
**Financial Services**



Microsoft has been using the DocuSign solution internally for over ten years, implementing it within over 100 use cases. "Since then, we have seen this partnership evolve into a much simpler integration. The idea is to provide services to our end users that integrate all features, including electronic signatures, making these solutions extremely easy to install and use," says Fily, "This will enable greater adoption and also allow for a reduction in the processes and costs associated with digitisation."

### The Key Benefits

With DocuSign in place, Microsoft continues to enhance its reputation as the number one provider of productivity software in the world. The customer experience has been transformed by streamlining workflows so that instead of waiting days, weeks, or even months for transactions to be completed, progress can be made near instantly.

According to Fily, this speed delights internal and external stakeholders alike, further elevating the organisation, "In terms of productivity, and the reduction in execution time of a process, these benefits are really significant for all our clients and for us internally."

Customers can initiate signing directly from the Microsoft applications so there is no need to jump between them. This, in turn, saves time and money by allowing users to conduct business securely and effectively from Microsoft products. Customers are no longer required to print, scan, fax, or mail documents for signature, as Fily explains, "Together, Microsoft and DocuSign allow our clients to implement their digital transformation, and to reduce the use of paper. The ease of use of this type of solution enables greater adoption and greater satisfaction for end users."

For Microsoft internally, it is benefiting from its own efficiency gains since partnering with DocuSign. "We are much more productive as a company. We have reduced the transaction time for processes that could not be done before with paper, solely due to the physical constraints of transporting a document from one place to another," says Fily.

As an early adopter of eSignature solutions, the use of DocuSign is quickly spreading throughout France. According to Fily, this is especially common within highly regulated industries and subsidiaries of the government, who are aiming to evolve together with the market. "That is certainly the future, and an important pillar that will enable all our businesses and our partners to make this transition to a much more digital world."