

m|ployee recruits DocuSign to reduce contract processing from 3 weeks to 1 day

SaaS company improves sales effectiveness with eSignatures

Company's Top Objectives

Founded in 2007, [m|ployee](#) is a computer software company that helps its customers to run their daily HR operations in the most social and communicative way. Based in Limburg, Netherlands, m|ployee is a Salesforce OEM partner and Force.com solution that is active in over 30 countries; comprised of enthusiastic and experienced innovators from the cloud computing industry. m|ployee implemented the DocuSign Agreement Cloud™ to increase the speed in which its contracts are completed and managed, all from within the Salesforce environment.

Company's Top Objectives

m|ployee is an Employee Life Cycle Management platform from which businesses can manage and maintain their entire HR processes on a global scale, from recruiting candidates to managing employees. m|ployee is built exclusively on Force.com, a Salesforce suite of point-and-click tools that create custom employee-facing apps. By rethinking its development platform, m|ployee has carved out an attractive niche in the market and built an application with plenty of scope for growth and innovation.

m|ployee establishes competitive advantage with DocuSign for Salesforce

m|ployee integrates directly with the Salesforce CRM as a result, and required a solution that would match its seamless integration with the Salesforce platform and facilitate the company's future growth.

Roel Waals, CEO of m|ployee, describes the company's offering, "We help organisations with recruiting, choosing, and hiring candidates. After the candidates have been hired, we manage the entire HR process of the employees within the organisation, from performance and talent management to retirement."

Top Benefits Achieved



Contract processing time reduced from 2-3 weeks to 1-2 days



Approval process takes only a few minutes so m|ployee can close business faster



Ability to sign on mobile devices; anytime, anywhere



Unique selling point in a competitive market

Operating across HR and recruitment, m|p|oyee has a number of paper-based processes in place, and thus, handles a large volume of documents that require approval and signature. The company was experiencing long delays when processing contracts, waiting for up to three weeks for contracts to be completed in some cases, and was therefore in the market for a digital platform from which to make its business operations more efficient.

With mobile devices, social networks, and cloud computing having a dramatic effect on the way people work and communicate, m|p|oyee concentrates on running its business in the cloud, focusing on technological innovation rather than physical infrastructure. As such, m|p|oyee wished to find a signing solution that was user friendly on any device, and available at anytime, anywhere in the world.

“It is important that our solution runs in the cloud because the world increasingly is using smart phones and tablets; people work anywhere – not just in a physical office anymore – and we are able to get our solution up and running for our customers very quickly, no matter where they are,” says Waals.

The Resolution

m|p|oyee looked at electronic signature solutions as a means to accelerate its contract execution and partnered with DocuSign, the global leader in this space.

m|p|oyee utilises DocuSign to fulfill contracts and non-disclosure agreements predominantly, opting for DocuSign due to its implementation speed that derives from its strategic partnership with Salesforce, as Waals explains, “m|p|oyee selected DocuSign because our solution runs on the Force.com platform from Salesforce, and DocuSign is already fully integrated with Salesforce. That gave us speed in going to market.”

Integrated with Force.com, DocuSign for Salesforce shortens sales cycles, increases close rates and productivity, and reduces paper waste by keeping business completely digital. m|p|oyee can quickly pull in data from Salesforce and either sign documents, or send them out for signature directly from Salesforce.

Completed documents are then returned to Salesforce and the data is automatically updated to m|p|oyee’s records for a completely seamless experience.

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Roel Waals
CEO
m|p|oyee

The Key Benefits

Since partnering with DocuSign in 2014, m|p|loyee has experienced the benefits of conducting business digitally. Rather than relying on post and email to deliver contracts to its customers, it has an automated solution in place, thereby reducing its contract turnaround time tremendously.

“What we see in Europe is that we can reduce contract processing time from 2-3 weeks to 1-2 days. So DocuSign hugely accelerates the process. In addition, contracts are automatically stored in the customer file, so we do not have anything physical,” says Waals.

Once a contract is completed, both senders and signers have secure, 24/7 access to the documents online and can download as needed. m|p|loyee can pull up its dashboard within the DocuSign browser to check a document’s status, run reports, and see audit trails for full visibility.

“The best thing I find about DocuSign is that our customers can sign on a mobile device. That also accelerates the process of submitting applications and approvals that have to be reviewed by managers, and this is all done via smart phone, so it is much faster, and accurate,” says Waals.

DocuSign’s mobile app empowers professionals to get work done faster and without being tied to the office. The contract approval process takes only a few minutes so m|p|loyee can close business faster.

“Before, when we had to sign physical contracts, we sat around until midnight waiting at the fax machine for a signed contract that was coming in. Now, I can be anywhere and see on my phone that a contract is signed.”

Not only has m|p|loyee increased the speed its contract fulfillment; it has also saved valuable time on contract creation as DocuSign templates are used on documents and processes that m|p|loyee uses frequently. m|p|loyee’s sales team can conveniently drag and drop data fields directly from Salesforce, and specify who should receive the contract in what order to reduce errors, ensure compliance, and increase overall efficiency.

DocuSign offers m|p|loyee a competitive advantage over its rivals in the industry. This, in turn, has contributed greatly to the growth of m|p|loyee by differentiating the service that it delivers, as Waals says, “Since the cloud and mobile are the future, for m|p|loyee, DocuSign is an important part of our value proposition.”

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CEO
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About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world’s #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 537,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people’s lives.

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