

# REED Increases Contract Execution Efficiency with Specialist eSignature Solution

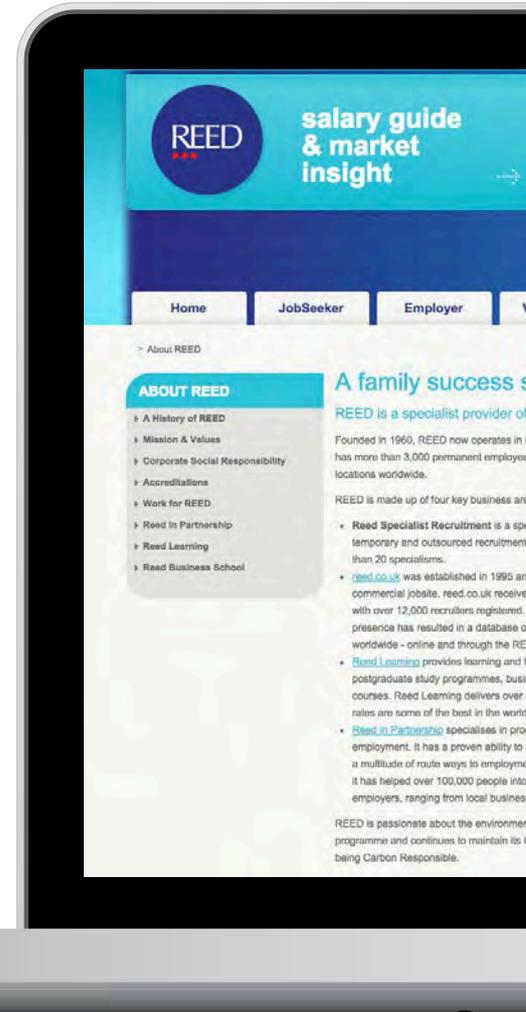
Supplier sign-up now executed in 2 days instead of 2 weeks

## Company's Top Objectives

REED is a specialist provider of recruitment solutions. Since its formation in 1960, the company has grown organically into one of the UK's largest private businesses with over 3,000 co-members in 180 locations worldwide. It operates in the UK and throughout Europe, the Middle East and Asia Pacific, across 425 business units. One of four key business areas, REED is dedicated to providing permanent, contract, temporary and outsourced recruitment solutions across more than 20 specialisms. The specialist recruitment division sought a digital platform from which to develop its supplier relations and continue its consistent growth.

## Challenge

Operating between sales and procurement, the division faces distinctive challenges that encompass the signing of multi-million pound contracts. Businesses that require individuals who hold an array of technical skills, or have large projects that they can't fill themselves, employ recruitment experts, REED. It is a paperintensive task, centred on the negotiation of rates that involves sending multiple contracts to a large supplier base, occasionally linking with the company's legal team in the event of any special conditions.



## Top Benefits Achieved

- ✓ Document preparation time reduced from 30 minutes to 3 minutes.
- ✓ Supplier sign-up now executed in 2 days instead of 2 weeks
- ✓ REED team liberated from manual tasks to focus on supplier performance
- ✓ Time spent archiving the mailbox down to 2 hours a week, where it was 2-3 days prior

# REED opted for DocuSign's Enterprise Edition to nurture its supplier exchanges moving forward

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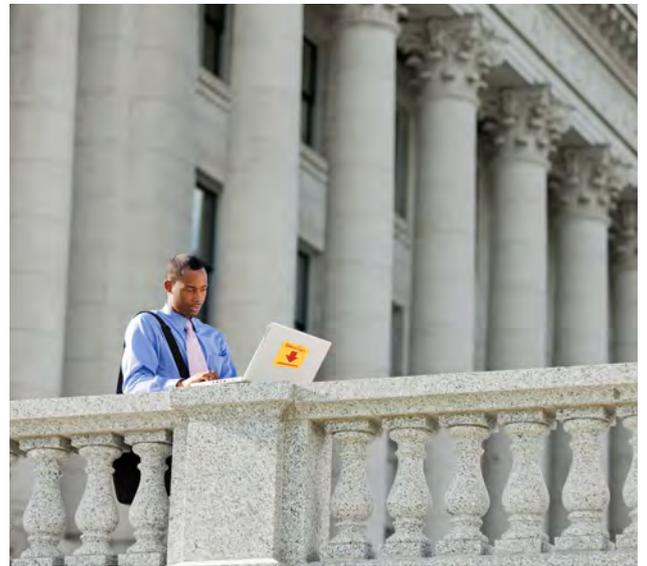
Strategic Supplier Relationship Manager, Debbie Legg, describes her team's challenge, "We are sending out contracts on a daily basis to our suppliers. My team submits requirements continually as we win new clients and we need to have certain suppliers in place before we go live."

Large client implementations would habitually require all of REED's suppliers to sign and return the contract within a four-week period. The team at REED was therefore obligated to compile a document pack consisting of a Framework Agreement and Support Supply Agreement, which would be compressed and emailed to the decision makers of each company involved. However, the stakeholder would often be abroad or out of the office and inevitably the contract would stall until the decision maker had returned to the office to print, sign, scan and email it back to REED – implicating a significant delay.

This practice would often take weeks, as Legg details, "The process that we had in place before DocuSign was antiquated. We didn't have any transparency into whether the person had viewed the contract or whether they'd redirected it, so the team would have to chase the supplier manually."

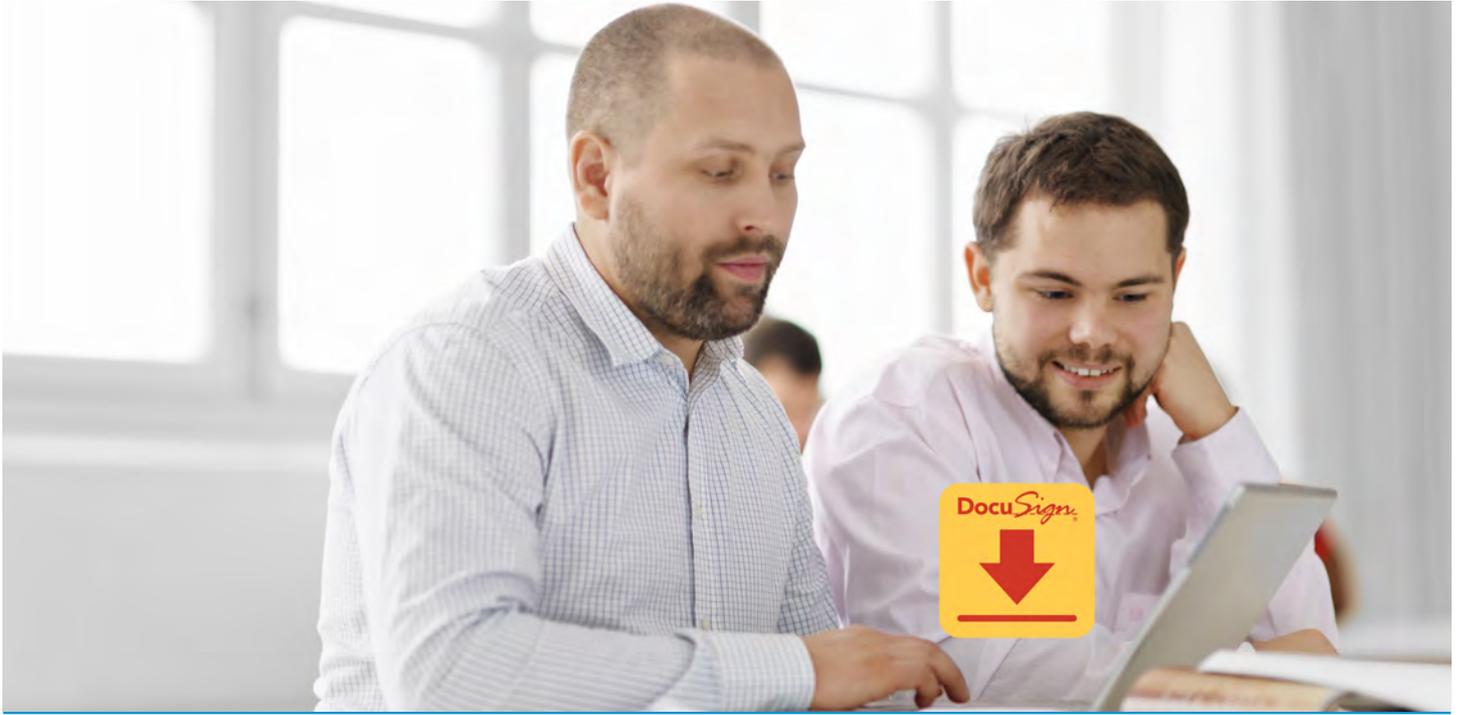
## The Resolution

Due to the lengthy preparation time and the manual processes that the team had to perform, REED opted for DocuSign's Enterprise Edition to nurture its supplier exchanges moving forward. Legg explains the approach to the transformation, "Our support-supplier strategy is to improve the experience during the whole sign-up process. By creating efficiencies, it can free up staff to work towards value-added activities such as process management, as well as minimising the administration attached to the supply chain."



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**Debbie Legg,**  
**Strategic Supplier Relationship Manager**



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### The Key Benefits

Since deploying the solution in 2013, REED has executed at least 95% of all new contracts per month via DocuSign. With the use of DocuSign's templates, preparation time has been curtailed from 30 minutes to just three. As a result, supplier sign-up speed has increased significantly – altering from two weeks to as little as two days.

REED's team is liberated to focus on supplier performance and prevents individuals from becoming caught up in the manual tasks that ensued previously, as Legg reveals, "Having it all centralised, reducing the paper burden, and having the ability to automatically route contracts to our director for signature are extremely valuable to us. The time spent archiving the mailbox is down to two hours per week, whereas it was 2-3 days prior – it is extremely user friendly and intuitive."

Internally, REED signs on-the-go with DocuSign's mobile app. The parties involved receive a complete audit trail of the workflow and automatic reminders are enabled so manual chases are no longer necessary, as Legg can keep track of all outstanding and completed contracts at the click of a mouse.

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