

Scottish Autism Completes Purchase Order Forms in Minutes with DocuSign

Enhanced auditing and reporting ensures Scottish Autism is well underway to being fully compliant

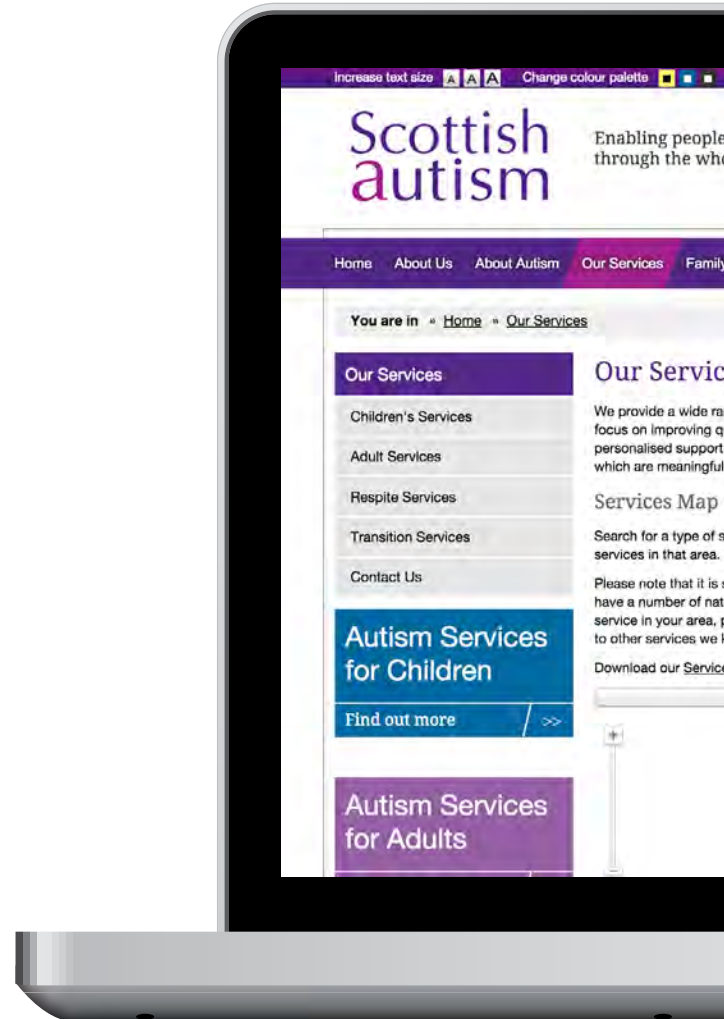
Company's Top Objectives

Scottish Autism is a charity dedicated to enriching the lives of people with autism, enabling those diagnosed to become valuable members of the community they live in. The organisation is the largest provider of autism-specific services in Scotland and a leading authority and advocate for good autism practice. It also aims to share knowledge and expertise with parents, carers and other professionals in order to support the development of skills and strategies needed to provide the best care and support for people with autism.

Challenge

With a head office in Alloa and over 900 staff working across Scotland, Scottish Autism offers a large range of services for people with autism including education, day and vocational opportunities, supported living, outreach, respite and specialist transition support. Consequently, it required a secure platform from which it could develop its purchasing and procurement.

Within the organisation there are up to 150 employees involved in the procurement process on a day-to-day basis, spread over 45 sites across Scotland. With such widespread activity, the team at Scottish Autism was having difficulty with staff being at the right site at the right time in order to sign documentation to approve expenditure. It subsequently required a process to make it more automated and efficient.



Top Benefits Achieved

- ✓ Documents are being completed on the same day or within one hour, even minutes in some cases
- ✓ Purchase order forms are now 100% legible
- ✓ Enhanced auditing and reporting ensures Scottish Autism is well underway to being fully compliant

Roy Aitken, Procurement Manager for Scottish Autism, described the process, "Previously, we were a paper-heavy organisation and everything was done manually. We had to wait for a manager to be at a specific site on a certain day before anything could be signed".

The Resolution

After re-evaluating the processes the organisation had in place, Aitken sought to reduce expenditure at Scottish Autism by efficiencies through its supply chain, whilst making certain to obtain the best value for money, "Overall I wanted to increase speed and improve efficiency, in order to reduce the time taken and cost for procurement throughout the organisation".

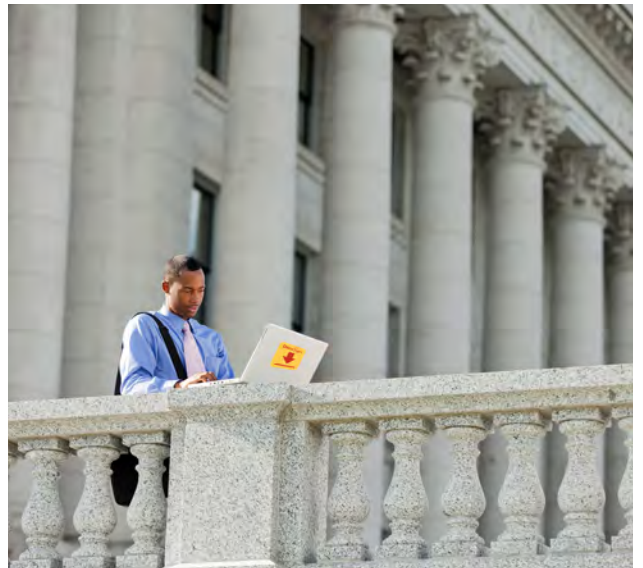
Scottish Autism therefore selected DocuSign as its eSignature solution due to its ease of use, cost effectiveness, and unrivalled support, as Aitken details, "The whole set up with DocuSign was extremely user friendly – the front end was clear and simple to use – and it ticked all of the boxes for what we wanted to achieve. However, most importantly for us being a charity was the cost and the potential return on investment. Across the market, DocuSign clearly provided the best value for Scottish Autism".

The Key Benefits

Scottish Autism has been DocuSigning for 2 years and the inefficiencies that the organisation formerly had within procurement have dramatically curtailed since implementing the solution. Whereas previously the purchase orders were manually handwritten so they weren't always clear or complete, now, the accuracy at which they are completed has changed significantly, "Purchase order forms are now 100% complete, while before you'd get parts that were missing or unreadable. Scottish Autism is now underway to being fully compliant with DocuSign in place." Aitken said. 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.

Prior to DocuSign, it could take days or weeks for these documents to be signed depending on where the sites were. Now they are being completed in the same day or within one hour, even minutes in some cases, "There's been a huge transformation in the organisation as we're now much more efficient. DocuSign been a great success, it has delivered 100% on what we wanted as an organisation", Aitken explained.

Scottish Autism is accordingly positioned as a thought leader in the industry, regularly conversing with the Scottish Government and other organisations regarding technology that will add value. "As a charity, DocuSign puts us ahead of the game in the sector. We're now cutting edge and at the forefront for an organisation of our size – which is always where we look to be".



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Roy Aitken,
Procurement Manager

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