

T-Systems Limited Performs Procurement Tasks 50x Faster

Leading ICT provider fulfills documents in two hours with electronic signature that previously took up to four days

Top Objectives

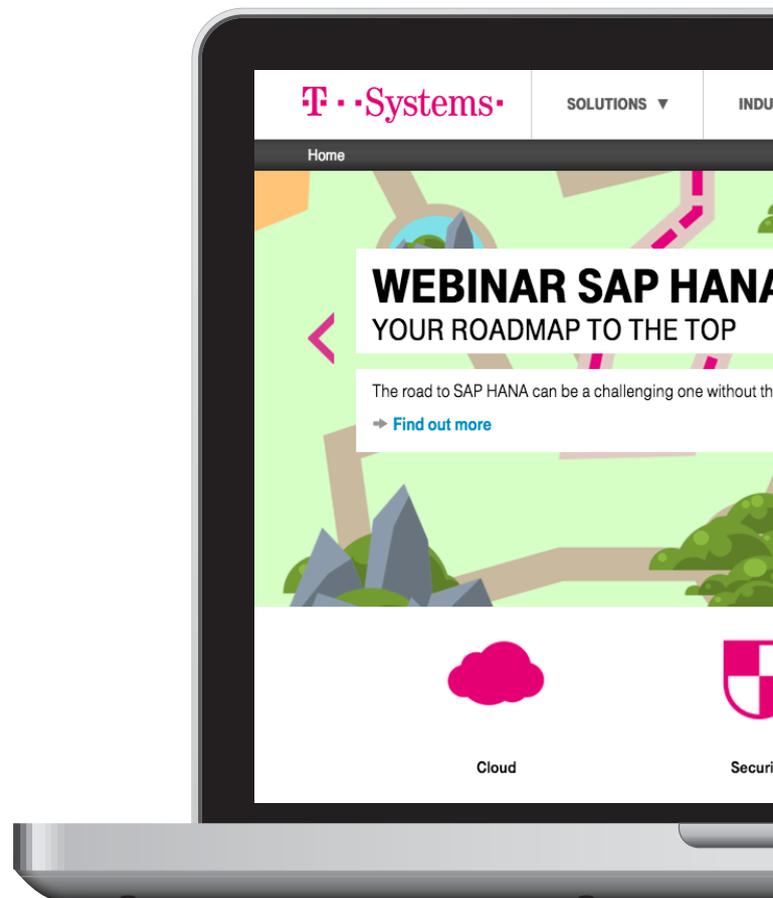
Like no other company in the world, T-Systems Limited provides information and communication technology (ICT) solutions from a single source. Headquartered in Frankfurt as Deutsche Telekom's business and corporate customer arm, it shapes the connected future of business and society, setting trends with innovative ICT solutions; powering the digital world of tomorrow.

With more than 50,000 employees in over 20 countries, T-Systems Limited supports companies ranging from large multi-nationals to medium-sized and public sector institutions. All of which are on the path to connected work, production, and sales across all sectors worldwide.

In addition to services from the cloud, T-Systems Limited's range of services centres on machine-to-machine, security solutions, complimentary mobile communications and fixed network products, and solutions for virtual collaboration and IT platforms that form the basis of its customers' digital business models.

Challenge

Although T-Systems Limited is a pioneer in the cloud arena, like most companies, it sometimes encounters difficulty implementing digital solutions internally. John Dawson, Head of Procurement at



Top Benefits Achieved

- ✓ Transactions completed up to 50 times faster
- ✓ 20-fold reduction in the cost of getting a document signed
- ✓ Increased compliance and document control

T-Systems Limited, explained, "Getting people to change and to use digitised solutions is always a challenge. However it's something that we have to do – it's a market that we're in – it's something we have to promote to our customers and it's a business model that's evolving and changing on a daily basis."

The market for IT and telecommunications is undergoing radical transformation. Today's business processes are digital and globally connected as demands for speed, user friendliness, and mobile access increase. Companies that fail to keep up run the risk of falling behind permanently, according to Dawson, "There's so much choice out there so you have to stay one step ahead of the game. Our solutions and products need to be at the forefront and therefore using the solutions ourselves is really important to road test and to prove the technologies before we take it to the customer market."

Having previously signed contracts, NDAs, and sales of work on paper, T-Systems Limited experienced delays in the purchasing process. Internally, procurement was therefore considered a bottleneck when trying to deliver solutions to its customers.

"Getting a purchase order out the door; getting a contract or NDA signed always delayed the purchasing process. We need to make sure that we can transact quickly with our suppliers and provide the value from our supply chain to the customer," Dawson said.

While T-Systems Limited's primary focus is on the UK market, its customers naturally have different service requirements in different countries. As such, there was a need for a solution that facilitated electronic signing anywhere, anytime and on any device.

"Our senior management travel around Europe and the rest of the world going to meetings and delivering solutions. Therefore, to be able to get them at an instant is absolutely priceless for us," said Dawson.

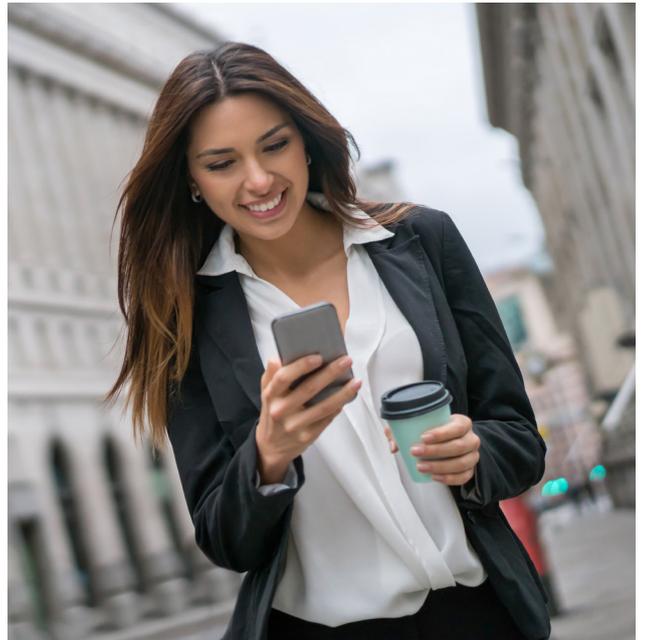
Resolution

Having recognised the benefits of the partnership between DocuSign and its parent company, Deutsche Telecom, T-Systems Limited also decided to take advantage of the opportunity to streamline its business processes.

The purchasing team implemented DocuSign's eSignature platform to manage the processing of contracts internally, ensuring all stakeholders in a deal have signed off before it is released externally.

In order to maximise the value of the implementation, T-Systems Limited held a workshop with DocuSign to create and configure the tool for the procurement team's use. As a result, interested parties and stakeholders from other areas of the business were able to see it in action and are adopting the solution.

"Implementing DocuSign was a very straightforward process. The pre-work we had to do was to identify our use cases and then it was a simple set up for each of the individual forms that we



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- John Dawson, Head of Procurement,
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wanted to use. We had some minor training for my team to use the product, but we had it done within one day,” Dawson continued, “It was adopted immediately and the payback is already being seen. There are Vice Presidents in the business now saying they will only sign documents that come through the DocuSign solution.”

Key Benefits

In a short time since implementation, T-Systems Limited has seen a significant return on its investment with DocuSign.

From a productivity standpoint, the procurement department is able to complete transactions up to 50 times faster by utilising eSignatures, as Dawson said, “The transactions that previously took three or four days are now completed in two hours with DocuSign.”

This, in turn, has positively impacted the company’s bottom line. “The customer experience is great. The time to implement: fantastic. The simplicity of the solution is compelling and the cost of getting a document signed for us has reduced 20-fold to what it was before we implemented the solution,” Dawson said.

Whereas documents were previously handwritten so they weren’t always clear or complete, now, the accuracy at which they

are completed has changed significantly. “DocuSign simplifies everything. It speeds up the process and makes us compliant. And we have a single copy of a contract whereas before we might have multiple copies of the same document circulating in the business; scanned copies; paper copies with ink on. So now I’ve got control back,” said Dawson.

The increase in compliance is largely due to the rich audit trail that is digitally sealed and encrypted at the end of every transaction to successfully enforce its security.

Following the success of the implementation within procurement, Dawson has introduced the concept into other areas of the business, saying, “We only seem to be scratching the surface. My HR department is starting to use the product for their internal employee forms that require signature. So we’re starting to grow the use of DocuSign within our business. Sales and Finance have also identified use cases that would benefit.”

Dawson also highlighted the advantage of potentially integrating DocuSign into its existing solutions and using it to augment the applications and services T-Systems Limited delivers through the cloud, saying, “It’s very exciting in terms of the potential of creating new business for us by reselling something like DocuSign.”



About DocuSign

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

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