

A platform
that's built
on trust

Introduction

The past couple of years have created a seismic shift towards digital tools and remote working. With ever-increasing amounts of data being moved to the cloud, organisations need to safeguard their data and comply with regulations to mitigate risk.

While cloud technology simplifies workflows and boosts productivity, many industries are still burdened with time-consuming and paper-based systems. And it's all because of one crucial security measure that dates back thousands of years: the hand-written signature.

Signatures are still important—they're inescapable. Sales contracts, vendor agreements, employment contracts, property transactions—all major agreements need a signature to be legally binding. And when you're conducting this process in a digital environment, you could be at risk of cyber-crimes like hacking, data theft and malware.

In a digital-first world, electronic signature technology is becoming more and more popular. But for business leaders and decision-makers, you need to trust the technology you're working with, especially when it comes to the protection and security of sensitive information, documents and data.

First established in 2003, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. By eliminating manual tasks involved with agreeing contracts, which are slow and error-prone, it simplifies and speeds up business. And it continues to innovate, now offering millions of customers access to advanced analytics, delivering actionable business insights from signatures.

In this eBook, you'll learn how DocuSign's enterprise-grade security and compliance controls ensure that the entire experience across every transaction and every agreement is safe, secure and protected.

“DocuSign has provided instrumental organisation to the Risk & Compliance department because it enables the company to transition terabytes of crucial corporate governance information from cumbersome legacy platforms.”

Simo Kubheka
Chief Compliance & Legal Officer
K2 Partnering Solutions

DocuSign eSignature: The world's #1 e-signature solution

DocuSign eSignature is part of the DocuSign Agreement Cloud™—engineered in the cloud, built on trust and designed with security in mind. Introduced in 2003, DocuSign was the first solution to offer the ease of use, security and cost savings of cloud-based e-signatures and is now trusted by a billion users worldwide to deliver better, more robust security for all kinds of agreements, while speeding up processes, cutting down admin time and saving money.

DocuSign is integrated with most third-party solutions for legal departments, like iManage, NetDocuments, and Doxly, as well as hundreds of other business systems, allowing legal professionals to quickly create and send documents with the tools you already use. We've implemented the strongest data encryption technologies available, and have also partnered with Litify, Counsel, and Virtual Law Direct to reinforce compliance, while meeting some of the most stringent US, EU, UK and global security standards.

But legal isn't the only department that can benefit from a streamlined approach to e-signatures. HR and sales departments—with teams that are often working on their own complex documents—can make sure that their data is quickly and securely processed through integrated tools. Whether closing a deal or onboarding a new employee, DocuSign's cloud-based solutions can give these teams confidence in digitised signatures. When these teams do need to work with the legal team, they can be sure that the process is as streamlined and efficient as possible by using DocuSign eSignature.

All this, together with 99.99% platform availability worldwide, gives users total confidence there will be no maintenance downtime for their mission-critical business applications. A technology architecture powered by real-time data synchronisation across three geographically disparate active sites allows entire sites to be taken offline for maintenance without impacting live customer transactions and allows the overall system to survive full site outages.

With DocuSign eSignature you can:

- Get documents signed at any time on a variety of devices, from almost anywhere.
- Eliminate manual processes and reduce the cost, time and money spent on chasing a wet signature.
- Create electronic agreements that include a court-admissible audit trail.

DocuSign eSignature Fast Facts:

80%

of DocuSign agreements are completed in less than 24 hours.¹

44%

are completed in less than 15 minutes.¹

99.99%

uptime for eSignature with no maintenance downtime.²

DocuSign CLM: Securing and streamlining your contract lifecycle

DocuSign CLM makes contract management smarter by reducing the need for manual processes, orchestrating and simplifying workflows and eliminating error-prone tasks and bottlenecks to get your contracts completed faster.

Part of the DocuSign Agreement Cloud and integrated seamlessly with DocuSign eSignature, DocuSign CLM secures your information across the entire contract lifecycle, with stringent security controls to protect your information in transit and at rest.

DocuSign CLM centralises and stores all your agreements, giving you a repository of pre-approved clauses that you can include in any new contract that needs updating. This means that new contracts can be automatically populated with the relevant data, ensuring they don't contain any old, outdated or irrelevant information. It also simplifies the approval process for any new updates, with increased visibility into redlining, version control and next steps in the workflow.

Our commitment to security minimises risk to your data. We are a SOC 1 and SOC 2-certified organisation, ISO 27001:2013 certified and are authorised at the FedRAMP Moderate Impact Level.

With DocuSign CLM you can:

- Eliminate manual processes.
- Design and automate complex agreement processes to eliminate bottlenecks.
- Generate a secure audit trail for tracked changes.
- Organise, store and tag contracts in one highly secure, centralised repository.

DocuSign CLM Fast Facts:

DocuSign is a leader in the Gartner Magic Quadrant for CLM.³

DocuSign has also been named a leader in The Forrester CLM Wave™.⁴

CLM solutions can deliver up to 356% ROI.⁵

How secure is the DocuSign Agreement Cloud?

Our dedication to delivering the highest level of security possible for our customers is evident in our security assurance program, which aligns our people, processes and platform to ensure the security, privacy and validity of your e-signature transactions.

People

Security at DocuSign is everyone's job. We invest in training and awareness to ensure that security stays top of mind for all of our employees.

Process

DocuSign's business processes, including internal policies, software development and platform monitoring, take into consideration the security of our customer data.

Platform

DocuSign's secure platform encompasses hardware and infrastructure, systems and operations, applications and access, and transmission and storage.

Security is our number one priority. In fact, you could say it's in our DNA. After all, we build our products from the ground up to protect documents and data along the entire lifecycle of a contract. We maintain round-the-clock onsite security, with strict physical access controls that comply with industry-recognised standards and global controls, including SOC 1, SOC 2, and ISO 27001.

As well as complying with data security requirements like eIDAS and GDPR, we've been approved by the European Union Data Protection Authorities (DPA) for Binding Corporate Rules (BCRs) for data processing and control. We're also a Trust Service Provider, with our own data centres in the EU—Paris, Amsterdam and Frankfurt—which means we can issue Advanced Electronic Signatures (AES) and Qualified Electronic Signatures (QES) across the European Union. We also have partnerships with other TSPs around the world to ensure the security, legality and integrity of your contracts and agreements beyond Europe.

And when it comes to integrity and legality, e-signatures—when combined with the multiple authentication options on offer like time-stamped audit trails, chain of custody and tamper sealing, as well as world class security—are more enforceable than wet signatures because of the court-admissible evidence they contain. That means the DocuSign Agreement Cloud is the ideal choice for managing the entire lifecycle of all your contracts and agreements.

“Introducing DocuSign helped every aspect of our business —efficiency, compliance, measuring, tracking—everything. We definitely have gotten and continue to get our ROI from DocuSign every day.”

Tony Leung
Director of System Administration
Kayak

How compliance and governance shape DocuSign solutions

Enterprise-grade security, high availability and redundancy would mean nothing without meeting the strictest data governance standards and privacy regulations. DocuSign works diligently to stay abreast of security and privacy regulations and frameworks around the world. Our dedicated teams continually monitor the security and privacy landscape, allowing us to align to current requirements, and modify our data governance approach to comply with global best-practice standards, guidelines and certifications, including:

ISO 27001:2013

The highest level of certification available today for assuring global information security, and reflective of our ongoing investment in GDPR compliance.

SOC 1 Type 2, SOC 2 Type 2

Yearly audits undertaken across all production operations, including data centres.

PCI DSS

Listed as a PCI Service Provider and Merchant on the Visa Global Registry of Service Providers.

CSA STAR Program

DocuSign adheres to the program's principles of transparency, rigorous auditing, and harmonisation of standards.

Binding Corporate Rules (BCR)

Widely considered to be the gold standard for data protection, BCRs are a strict set of rules, approved by the European Union Data Protection Authorities, for members of the DocuSign corporate family and reflect the rigor and commitment to privacy that DocuSign makes to its customers, employees and other business contacts.

eIDAS

DocuSign meets all eIDAS requirements for collecting electronic signatures in a safe and compliant way, and is valid across the EU.

“We know that agreements executed by DocuSign have the correct terms and conditions, that the right contract is with the right customer and that everything is done by the book. So, for my part, when I put on my compliance hat rather than my lawyer hat, I am extremely happy.”

Curt Fall

Senior Corporate Counsel and Compliance Leader
TIP Europe

Making life easier—for everyone

Trusting technology isn't just about making sure it's highly secure, or that it meets all the right global data protection standards. It's also about trusting that the solutions will improve the way people work while cutting costs and time. Here are a few ways that DocuSign makes everyone's lives easier, both inside and outside the organisation:

It speeds up processes:

DocuSign can kickstart the digital transformation process.

With DocuSign, you can generate agreements easily and quickly using automated processes and fresh, error-free templates. Now, instead of your people working around processes, you can design your workflows around your people, minimising human errors and creating a smoother, more productive working environment.

It saves you time and money

There's no denying that all organisations are being challenged to do more with less—including the legal and HR departments. Legal teams have to generate hundreds of agreements every month, and these tasks are usually manual and paper-based. HR face similar challenges, especially when onboarding new employees—chasing signatures, emergency contact questionnaires, references, and more. With the constant invoices for paper, ink, postage and shipping, the costs rack up pretty quickly—especially considering the cost of your teams' time.

DocuSign changes this. By removing the need for manual preparation, sending and management of documents, you'll save your people time, while saving your business money. You'll also spend less time chasing signatures since 80% of DocuSign agreements are completed in less than a day.

It improves customer experience

No business can thrive without happy customers. And a bad customer experience is likely to send them straight to the competition. DocuSign allows customers and clients to sign documents from almost anywhere, on practically any device, at any time, giving them a more frictionless, stress-free experience. And when customers have a fast and reliable experience, they're more likely to remain loyal (and recommend you to others).

It creates more flexibility to work across departments

As well as improving customer experience, DocuSign simplifies internal workflows and makes it easier to collaborate between teams—from legal to HR, to sales and procurement. By streamlining the signature process, employees from across all operations can work together quickly and simply. Processes that could take a week using the traditional methods are now completed in a day. A flexible approach improves relationships and promotes collaboration between all your teams.

1B

DocuSign eSignature has been used in more than 1 billion transactions across 180+ countries.

80%

of eSignature transactions are completed in less than 24 hours, and 44% within 15 minutes.⁷

90%

of agreements are still prepared manually.⁶

39%

of organisations waste resources on unnecessary printing, mailing and faxing.⁸

46%

of firms believe inefficient, manual agreement processes have led to poor customer experiences.⁸

68%

Electronic signature is becoming standard practice: 68% of contracts signed within internal departments use it.⁸

2/3

of departments in large companies process at least 500 agreements a month.⁶

51%

of companies are prioritising employee experience in 2021.⁸

Conclusion

Security and trust are essential for every organisation. Not just from the obvious perspective of data privacy and compliance, but also from a productivity perspective. People want to know that the tools they're using are available, simple, transparent and safe, and that they won't hamper productivity, especially as we conduct more and more of our business dealings digitally.

Our first priority is—and will always be—to make your agreement experience safe and secure, and to ensure you have the information you require to feel comfortable transacting business online.

Businesses around the globe rely on DocuSign to safeguard their most sensitive and time-critical transactions, and we're committed to constant innovation to maintain and strengthen the secure environment they've come to trust.

Want to learn more about being part of the DocuSign family?

[Get in touch](#)

Notes

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| 1 https://www.docusign.com/sites/default/files/datasheet_esignature_us.pdf | 3 https://www.docusign.co.uk/gartner-magic-quadrant-contract-lifecycle-management | 5 https://www.docusign.com/the-total-economic-impact-of-docusign-clm | 7 www.docusign.co.uk |
| 2 https://status.docusign.com/ | 4 https://www.docusign.co.uk/analyst-reports/the-forrester-wavetm-contract-lifecycle-management-for-all-contracts-q1-2021 | 6 The State of Systems of Agreement, 2019, Forrester Consulting | 8 The State of Systems of Agreement, 2020, Forrester Consulting |

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, **over a million** customers and **more than a billion users** in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

DocuSign, Inc.
Broadgate Quarter9 Appold Street, 2nd Floor
London EC2A 2AP UK

For more information
sales@docusign.com
+44 203 714 4800

docusign.co.uk