



# Automate federal government processes with Box Sign

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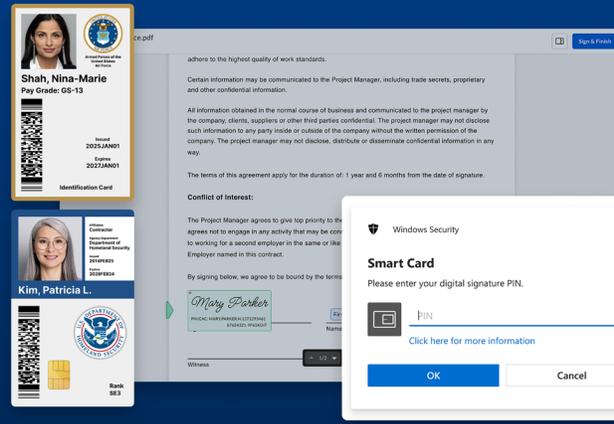
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## SOLUTION BRIEF

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### Stop overspending for e-signatures

Content is the lifeblood of every agency, from citizen applications for permits, benefits, licenses, and loans to research and development files, personnel reports, and case-management evidence. Despite its importance, content remains scattered across agencies, locked away in outdated network file shares, legacy document management systems, and point solutions like e-signature tools. This fragmentation leaves agencies with little visibility into where their data resides, severely hampering productivity and making it nearly impossible to operate efficiently in a modern, data-driven world.

E-signature tools are one of the best examples of this challenge. As the world of work continues to evolve, and e-signature adoption becomes standard, government agencies that invest in standalone solutions often contribute to app sprawl, disjointed user experiences, and data silos. Worse yet, these agencies frequently overspend on standalone e-signature tools, forcing them to restrict usage to a small set of critical users and making large-scale e-signature adoption impractical.

### Reduce costs and complexity with Box Sign

Most e-signature tools offer the potential to digitally transform federal agency processes, promising immediate cost savings by eliminating manual, paper-based workflows. But most of these point solutions charge agencies on a "per document" basis — whether or not the document gets signed — leading to skyrocketing costs. The financial burden continues to swell with add-on costs for essential features like signer authentication and expensive deployment modules required for compliance with critical federal standards like FedRAMP, Zero Trust, and DOD Impact Levels. What appears to be a cost-saving solution quickly becomes an unsustainable expense, limiting scalability and efficiency.

#### The average cost of other e-signature solutions

##### Vendor cost example

**Document envelope cost:**  
~\$5 to \$7 per envelope

**Document envelope commitment:**  
25,000 annually

**Annual cost:**  
\$125,000 to \$175,000  
(for document envelopes ONLY!)

##### Additional costs:

- User licenses in addition to envelope cost
- Additional fees for compliance packages and add-on features, including FedRAMP compliance
- \$84,000 annually for additional admin support
- \$10,000 for premium support
- Pricey one-time implementation fees
- Additional costs for integration with Salesforce (up to \$30 per user per month)
- Overage fees
- Excessive renewal pricing increases
- Multi-year minimum envelope commitments

### Company at a glance

- Founded in 2005
- 325+ federal customers
- 1,600+ integrations with leading productivity tools such as Microsoft 365 and Teams, Salesforce, ServiceNow, Slack, and Google Workspace

### Protect unclassified content



### Trusted by global leaders



Box has fundamentally changed this dynamic by including unlimited e-signatures at no additional cost in most subscriptions\*, eliminating the most significant factor determining e-signature spend: the per-envelope or per-transaction fees. This approach aligns seamlessly with FITARA standards, which emphasizes the need for cost-efficient, scalable IT solutions. Box subscriptions also come with extensive collaboration, workflow automation, and integration capabilities, all backed by industry-leading security and compliance, without the need for costly deployment modules to meet FedRAMP and other federal requirements. Intelligent Content Management from Box delivers unprecedented value — helping government agencies significantly reduce costs, digitally transforming their end-to-end e-signature workflows, ensuring critical security and compliance posture, and enabling teams to do their best work. This makes Box a strategic choice for agencies committed to being responsible stewards of taxpayer dollars and driving true digital transformation.

## Secure, seamless e-signatures — natively in Box

With intelligent content management from Box, agencies can dynamically generate and access documents from anywhere at any time, seamlessly collaborate with internal and external stakeholders, and automate and track their e-signature workflows end to end in real time. Because Box Sign is natively integrated into Box, agencies can seamlessly manage, automate, and execute their business processes within one secure environment, enabling them to reduce operational inefficiencies, eliminate unnecessary steps, and accelerate decision-making. Leveraging the power of Box Sign alongside other Box-native capabilities, agencies can execute faster and more effectively on the content that drives their mission-critical work.

Agencies can leverage the power of Box Sign in tandem with native solutions like:

**Box Apps**, empowering agencies to create and leverage real-time dashboards to optimize critical processes like managing contracts, secure document repositories, digital asset management, and more

**Box AI**, to leverage data-driven insights, intelligently extract key metadata, and deliver precise, actionable agreement summaries to enhance decision-making and compliance

**Box Forms**, providing the ability to seamlessly collect data at scale via intuitive mobile-friendly web forms and automate downstream business processes with that data

**Box Doc Gen**, dynamically generating agency documents that fuel entire workflows natively in Box, Salesforce, and other third party and custom apps

**Box Relay**, automating end-to-end business process workflows with multiple triggers and outcomes, including Box Forms submissions, dynamic document generation in Box Doc Gen, and automating Box Sign signature requests to optimize operational efficiency

**Box Shield**, enforcing advanced security protocols with access policies to ensure all e-signature workflows are in compliance with strict federal access controls and cybersecurity standards

Box's **Microsoft 365** and **Salesforce** integrations, simplifying e-signature processes with the ability to integrate with existing federal systems, seamlessly manage files, and send and track those files for e-signature with Box Sign without ever leaving Box

**Box Governance**, to strengthen governance frameworks by automatically applying tailored retention policies to signed documents, ensuring audit-readiness and compliance with federal mandates

**Box Hubs**, enabling agencies to curate and publish content easily and surface the right content to the right teams faster

Box Sign offers powerful features tailored to meet the high-volume needs of federal agencies, including those requiring CAC/PIV smart card authentication. For processes involving a large set of known recipients — such as mass hiring for federal positions or distributing benefit plan summaries — agencies on Enterprise Plus and Enterprise Advanced plans can leverage the **batch send feature**, allowing them to send hundreds or even thousands of signature requests in just minutes. For workflows where recipients are not predetermined, like benefit applications or incident reports, Box Sign's **ready-sign link capability** enables agencies to quickly generate reusable document template links that can be posted on websites, intranets, social media, or shared via email or SMS, allowing anyone with the link to review, approve, or signature requests securely.

## Customer success and services

### Box Consulting

Simplify your tech stack, and unlock widespread adoption

### Box Customer Success

Partner with Content Cloud experts to accomplish company goals

### Box Support

Get the answers you need and solve issues with ease

### Box Education

Learn and get certified on Box products and change management

## Industry Recognition

- Leader in IDC MarketScape: Worldwide Cloud Content Services 2022 Vendor Assessment
- Gartner Peer Insights Customers' Choice vendor in Content Services Platforms 2023
- Leader in Aragon Research Globe for Digital Transaction Management, 2023
- Leader in Aragon Research Globe for Enterprise Content Platforms, 2023
- Leader in Nucleus Research
- Content Services and Collaboration Value Matrix 2023

## Streamline agency work with third party integrations

Box enables agencies to extend the power of Box Sign with the ability to integrate secure, seamless e-signatures with your favorite **third party applications**. Whether you are sending documents for e-signature from **Salesforce**, automating e-signature workflows in hundreds of apps with **Workato**, or powering process automation with **UiPath**, Box's extensive partner ecosystem has agencies covered, enabling them to streamline workflows while maintaining strict security and compliance standards, including FedRAMP and DOD Impact Levels.

Agencies on Enterprise Advanced and Enterprise Plus plans can also leverage unlimited storage in Box, unlocking significant savings and enabling them to store all their documents centrally within Box's Intelligent Content Management platform, eliminating the soaring storage costs typically associated with third party platforms. Additionally, these agencies also benefit from unlimited e-signatures sent via Box Sign third party integrations at no additional cost, enabling them to unlock additional savings on per-document fees when integrating e-signature processes within their favorite applications.

## Accelerate e-signature workflows in custom applications

For those looking to integrate Box Sign with their own custom applications, Box offers **easy-to-use APIs and developer-friendly tools** to enable you to extend the power of Box Sign **everywhere your business needs it**. With the Box Sign API, customers can:

- Embed signing experiences
- Prepare and send signature requests
- Leverage reusable templates
- Support webhooks
- And much more!

## Use cases

Since the launch of Box Sign in 2021, thousands of customers have migrated from standalone e-signature vendors to Box Sign, realizing significant cost savings and streamlining workflows across various government sectors.

Here are examples of how federal agencies are leveraging Box Sign:



### Public safety

- Witness statements
- Field inspection reports
- Public records requests



### Health and human services (HHS)

- Patient intake forms
- Medicare applications
- Advance directives



### Citizen services

- Permit application
- Benefit applications
- Retirement applications



### Human resources

- Offer letters
- Onboarding documents
- Promotions and internal transfers



### Procurement

- Vendor agreements and RFPs
- NDAs



"The introduction and ongoing enhancements of Box Sign bring continued innovation to Box, along with its focus on overall cloud content management, workflow, content security, and collaboration."

Analyst, Aragon Research



"Box Sign is natively integrated into Box, providing a unified user experience in which all content is centrally stored within Box. This enables users to fully leverage the other components of the Box Content Cloud, including enhanced security, governance, data residency, and low-code workflow automation."

Group Vice President,  
Content Strategies and the  
Future of Work, IDC

## Digitally transform your paper-based processes

E-signature solutions have become indispensable for federal agencies, driving the success of remote and hybrid work by enabling seamless, secure e-signature workflows and allowing users to remain productive from anywhere, at any time, and on any device. By eliminating the costs of printing, scanning, shipping, and faxing, and dramatically increasing employee productivity, agencies can save millions of taxpayer dollars while modernizing their workflows and delivering seamless digital experiences.

Manual processes that once took several days or even weeks are reduced to hours and minutes, revolutionizing team collaboration and propelling operational efficiency. With Box Sign, documents are prepared, tracked, signed, and automatically routed back to Box for secure storage — all within minutes. Reusable templates reduce manual steps and help streamline repeatable processes, and real-time tracking ensures complete visibility into document status, while automated reminders keep workflows moving and ensure business continuity.

Don't just take our word for it. One Box customer, a nonprofit organization focused on the alleviation of global poverty, deployed Box Sign globally to transform processes in accounting and finance, supply and logistics, and operations. It was able to achieve the following goals with Box Sign:

**~200**

hours saved annually by digitizing manual processes

**95%**

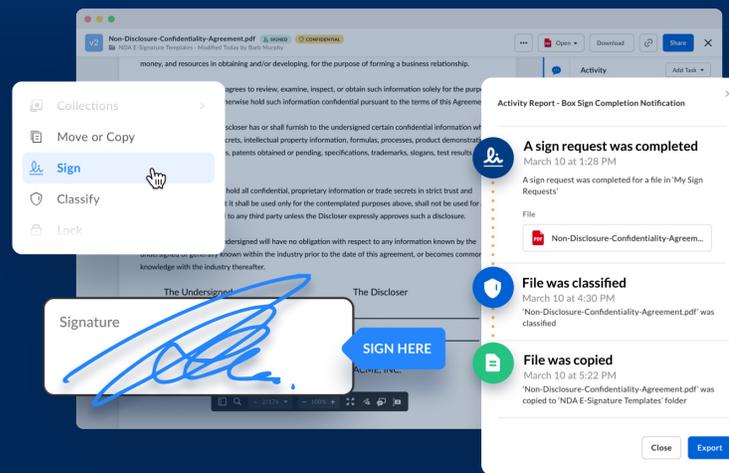
reduction in paper consumption

**3x**

increase in purchase order processing volume

## There is a better way with Box

As governments focus on getting the most out of their investments with their current technology stack, e-signature tools continue to be a focal point for reducing costs and complexity and simplifying their workflows. Moving forward, agencies will evaluate their investments with e-signature solutions that are scalable and offer a broader set of functionalities. Whether you are looking to securely automate your e-signature workflows using Intelligent Content Management or integrate secure, seamless e-signatures into third-party and custom applications, Box Sign delivers unprecedented value for federal agencies, reducing the cost and complexity associated with traditional e-signature deployments, and empowering agencies to streamline operations, ensure compliance, and drive mission success.



Learn more at [box.com/esignature](https://box.com/esignature)

\* Unlimited e-signatures for documents sent natively from the Box web app are available at no additional cost on Business plans and above. Unlimited e-signatures for documents sent via Box Sign third-party integrations are available at no additional cost on the Enterprise Plus and Enterprise Advanced plans.

