

DIGITAL TRANSACTIONS: MOVING AGREEMENT TO THE CLOUD



Digital transactions are integral to making government services and operations more efficient, affordable and timely. In this Q&A, **Barton Phillips**, vice president of public sector for DocuSign, highlights the benefits of using cloud-based electronic signature technology for digital interactions.

How can electronic signature technology improve government efficiency and the user experience?

The legacy process for signing documents involves printing static forms and then either driving somewhere to sign and submit them, or having to scan, fax or email them. Ultimately that data is keyed into some other system and then there is some process for managing the document. Besides being inefficient, costly and highly insecure, nobody wants to interact with their government in this outmoded way. Electronic signature technology eliminates these issues. People can interact with their government anywhere and anytime, on any device they want and in a secure fashion.

What is the Agreement Cloud and how can this technology help state and local agencies?

The Agreement Cloud allows organizations to digitize the entire citizen interaction — from procuring documents in a dynamic format, completing necessary workflows and signing those documents, to using that process to kick off other business processes and managing all this activity securely. The entire process takes place in a secure digital platform that users can easily interact with.

What unique challenges do governments face in implementing electronic signature solutions?

The biggest challenge is change management of manual processes that have existed for a very long time. When you look at the breadth of government organizations using electronic signatures, you see that these solutions can

be applied to almost any type of use case. If an agency isn't using electronic signatures, it's usually because of a change management issue.

What features and security safeguards should agencies look for as they adopt cloud-based electronic signature and digital document solutions?

If I were a state or local agency CIO, I would insist that whatever solution I chose was FedRAMP Moderate. As the market for electronic signatures grows, a lot of smaller vendors are popping up. But you don't know where they're storing data or how they're securing it. Digital processes in a FedRAMP environment are much more secure than paper forms, email attachments, faxes and data stored on laptops.


How is electronic signature technology evolving to support important trends like mobility and digital payments?

We've put a lot of effort into ensuring that our traditional signing process is as easy on a mobile device as it is on a computer. If the forms aren't optimized for mobile devices, it's a clunky process. The capability to sign offline in a secure fashion also is important. For example, government inspectors can go into the field, have a secure signing ceremony and sync their mobile device when they reconnect to the network. We're also adding pre-built integration into payment gateways, because digital payments are an important part of what we want to offer in the Agreement Cloud.



Serve people. Not paper.

Digitizing your processes has never
been easier, nor more important.



Recently, Congress passed the 21st Century IDEA — new legislation mandating an improved digital citizen experience and usage of eSignature. For your agency, you get to lower costs, reduce errors and streamline how you offer services to your citizens. All with an eye towards ease, compliance and security, it's how a 21st Century government acts.

For more information, visit docusign.com/idea



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