



5 Reasons to Adopt DocuSign eSignature



eBook

Over the past two decades, electronic signatures have transformed and improved the way we work. From greater convenience to enhanced security, e-signatures empower organisations of all sizes to streamline processes, lighten workloads and improve collaboration.

Though e-signature has become a permanent fixture of a digital-first business landscape, many organisations still haven't embraced this digitised approach. In some cases, the main barrier to adoption may be resistance to change. In most cases, however, the lag is due to a lack of understanding of e-signature technology and its benefits.

To better understand where decision-makers stand on e-signature, Docusign surveyed nearly 2,000 executives worldwide about their perceptions of and experiences with e-signature technology. The survey revealed the most common concerns of those who have yet to adopt an e-signature platform, including:

- **Trust:** Will our customers feel comfortable using electronic signatures? (37%)
- **Security and compliance:** Are electronic signatures safe? (36%)
- **Legal validity:** Are electronic signatures legal? (33%)

Yet none of the above were raised as an issue by those already using e-signature. Instead, they emphasised that the adoption of e-signature led to major benefits:

- Most organisations experienced significant ROI from their e-signature investments in less than two years
- Users rated security as e-signature's top business benefit
- Nearly 95% of respondents completed implementation in less than 30 days

Let's take a closer look at what the survey data reveals about these concerns and the benefits of using an e-signature. We've summarised the survey data into five key benefits that empower stakeholders to build a strong business case for adoption. For additional data on how an e-signature helps organisations accomplish business faster, better and more securely, explore the **world's leading e-signature solution** from DocuSign.

01

E-signature investments deliver quick ROI

Respondents' top business benefits of DocuSign eSignature

28%

faster time to revenue

26%

cost savings

19%

revenue gains

The organisations in the survey tell a promising story: e-signatures not only deliver substantial ROI—they do so swiftly.

Almost three in four respondents (**73%**) realised ROI in less than three months when implementing an e-signature solution. By six months, **90%** saw a return.

Other key gains cited include:

40%

boost in security

39%

rise in productivity

37%

increase in business speed

Additionally, respondents highlighted that integrating e-signatures yielded significant improvements in critical areas such as customer experience, revenue growth and legal compliance.

02

E-signatures are trusted and provide better customer experiences

The pandemic and the shift to digital interactions normalised e-signatures, reducing already shrinking scepticism and permanently changing customer expectations and preferences. Customers feel increasingly at ease with e-signatures – and they've come to expect the digital functionality. From eliminating the need to print and scan paperwork to the ability to view, sign and send documents from virtually anywhere, customers across demographics are clear on the benefits and convenience of e-signatures.

73%

organisations report enhanced customer experiences

20%

drop in customer complaints reported by organisations

1B+

users worldwide have used electronic signature services

03

E-signatures are more secure than paper and wet ink signatures

75% of signatories have greater trust in organisations that use DocuSign eSignature

Unlike wet ink signatures, which can easily be forged and tampered with, e-signatures integrate multiple layers of security, authentication and court-admissible proof of transaction, including:

- **Certificates of completion:** Key e-signature data points such as event timestamps, signature image and the signatory's IP address help organisations meet requirements like Know Your Customer (KYC), Anti-Money Laundering (AML) and regional regulations.
- **Tamper-evident seal:** E-signature solutions that include digital seals using Public Key Infrastructure (PKI) assure that documents haven't been tampered with or altered since the signing date.
- **Audit trail:** Depending on the solution adopted, senders can receive an auto-generated history of all activity within a document – including viewing, printing and signing.
- **DocuSign Identify:** enhanced signer identification and authentication capabilities built into the eSignature workflow, enabling you to transact a full range of agreements seamlessly. This keeps the convenient experience intact while building trust.

DocuSign eSignature accelerates document turnaround times

57%

faster agreement cycle times

41%

of signatures are completed in under 15 minutes

76%

of documents take one day or less to complete

04

E-signatures meet legal and compliance standards across the globe

E-signatures are legally admissible in court and widely accepted for most business transactions worldwide. They are granted the same legal status as handwritten signatures in the U.S., the European Union and many countries in the Americas, Asia and the Middle East. Combined with tamper sealing, strong authentication and audit trails, they provide stronger court-admissible evidence than wet ink signatures or scanned documents.

Moreover, modern e-signature platforms meet the most rigorous global privacy and security standards, including ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2. Additionally, features like ID verification and digital seals can help support compliance obligations with specialised industry regulations, such as HIPAA, 21 CFR Part 11 and specified rules from the FTC, FHA, IRS and FINRA.

72%

fewer security incidents

25%

fewer compliance incidents

76%

improvement in compliance

Which e-signature laws apply to your region and your organisation?

Consult the [DocuSign eSignature global legality guide](#) for more information on electronic signature technology regulations for your country.

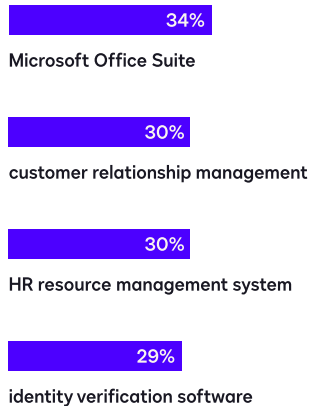
05

E-signature integrates seamlessly with a wide range of enterprise software tools

71% of organisations using DocuSign eSignature saw reduced error rates, and

79% reported improvements in data quality

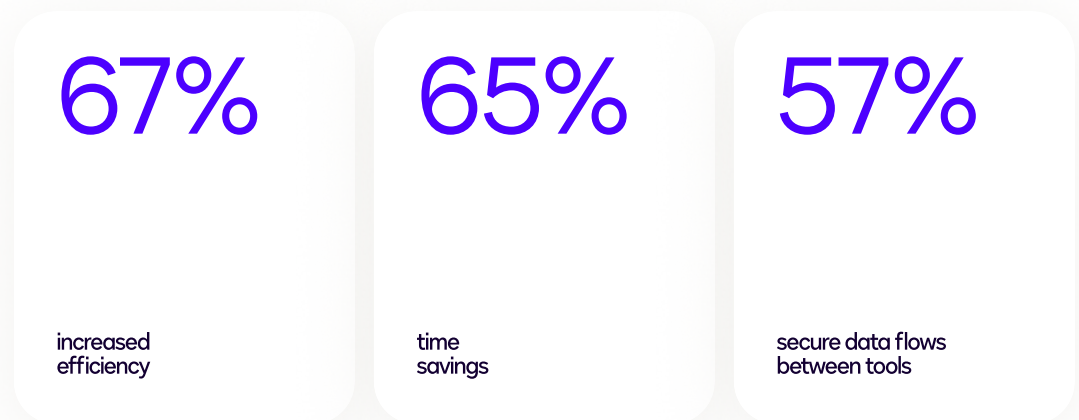
Which DocuSign eSignature integration saves you the most time?



E-signature platforms are designed for swift implementation and seamless integration with enterprise software platforms.

More than half (55%) of survey respondents adopted e-signature in less than five days, and almost all (95%) did so in less than a month.

Integration with cloud-based platforms is equally straightforward, thanks to pre-built plugins for popular enterprise software. API integrations facilitate e-signature functionality within CRM, ERP and DMS applications and ensure seamless synchronisation of e-signature data with connected databases and systems. Some of the top benefits of integrations cited by respondents include:



Make the move: Step into the future with eSignature

Organisations worldwide choose DocuSign eSignature for its reliability, ease of use and trustworthiness.

With over one million customers and one billion transactions across 180 countries, it's the world's #1 way to send and sign documents.

- **Streamlined efficiency:** Fast-track agreement turnaround times and improved collaboration with digitised documents and automated workflows.
- **Uncompromising security:** Meet and exceed some of the strictest security and privacy standards worldwide and ease legal compliance with encryption, signatory ID verification and digital audit trails.
- **Enhanced customer experience:** Elevate customer interactions with fast and easy document navigation and a smooth signing experience across devices – eSignature has the most 5-star reviews of any electronic signature product on the Apple App Store, Google Play Store and Salesforce AppExchange.
- **Seamless integrations:** Access over 400+ secure integrations for popular business tools, including Microsoft, Salesforce, SAP, Google, ServiceNow and more.

eSignature is now part of **DocuSign IAM**, our complete portfolio for Intelligent Agreement Management. This powerful combination transforms how you create, commit to and manage agreements to accelerate revenue, reduce risk and unlock hidden business value.

Talk to a DocuSign expert today to learn how eSignature can help your organisation digitise your agreements and empower you to compete in a digital world.

DocuSign eSignature
by the numbers:

75%

faster agreement
turnaround times

44

languages supported by
the signing experience

14

languages supported by
the sending experience

99.9%

system uptime with no
maintenance downtime



About DocuSign

DocuSign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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