SAP Signature Management by DocuSign

SAP® Solution Extension

Nils Ebert, April 2020
Head of Customer Value Management Office, DocuSign

PUBLIC

THE BEST RUN SAP

Today’s presenter

Nils Ebert

Head of Customer Value Management Office

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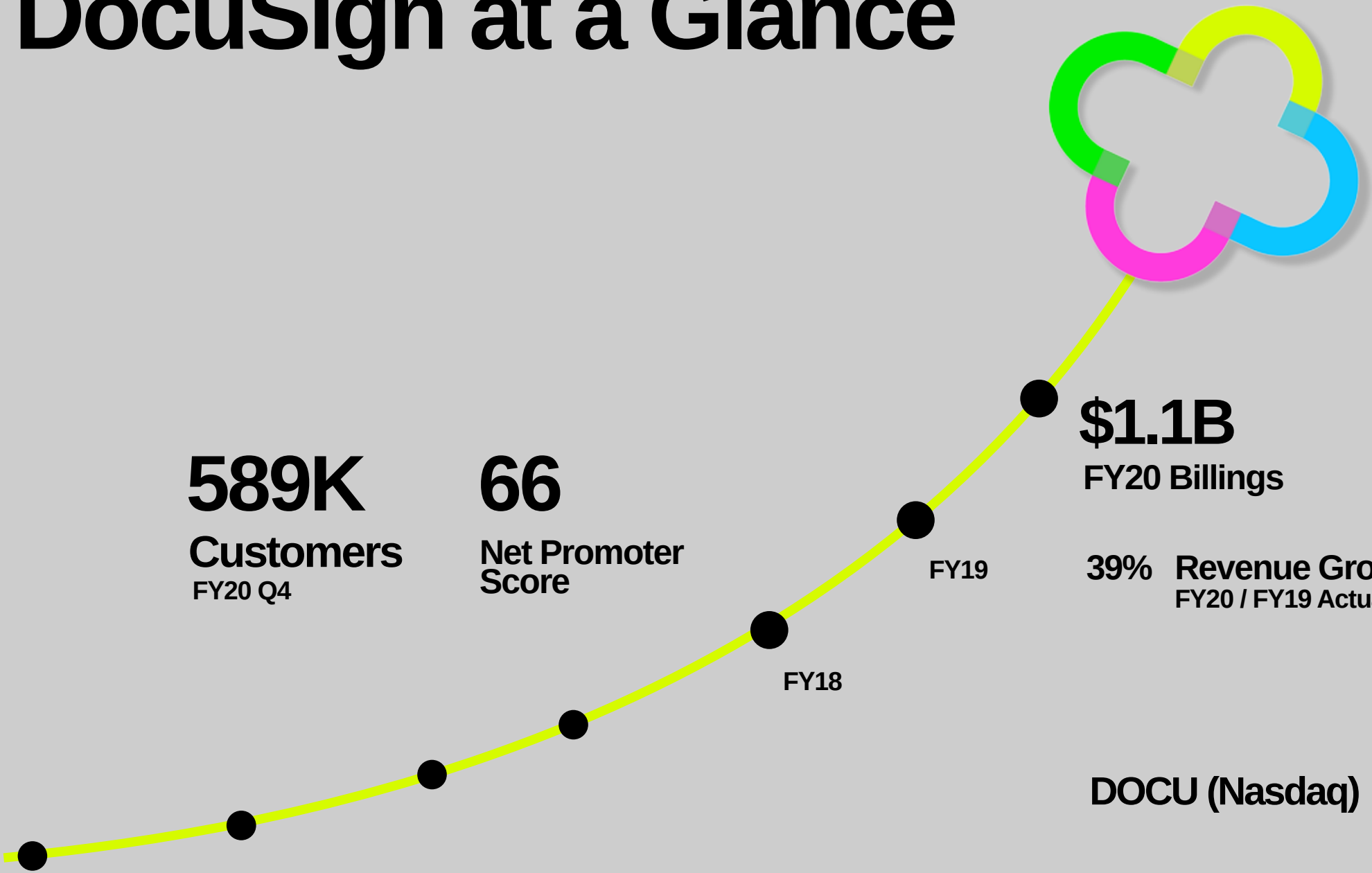
January, 2005

WHAT GOOD IS EARNING MONEY IF IT COSTS ME MY SOUL?
DILBERT.COM @SCOTTADAMSSAYS
WELL, FOR ONE THING, IT'S THE ONLY WAY YOU CAN PAY YOUR RENT.
1-31-20 2020 Scott Adams, Inc./Dist. by Andrews McMeel
RENT? I OWN THIS HOUSE.
YOU REALLY SHOULD READ THE THINGS I ASK YOU TO DOCUSIGN.

DocuSign at a Glance



589K
Customers
FY20 Q4

66
Net Promoter Score

$1.1B
FY20 Billings

39% Revenue Growth
FY20 / FY19 Actuals

DOCU (Nasdaq)

Agenda

1. System of Agreement and Work from Home
2. Value and ROI
3. Poll & Demo
4. Getting started
5. Q&A

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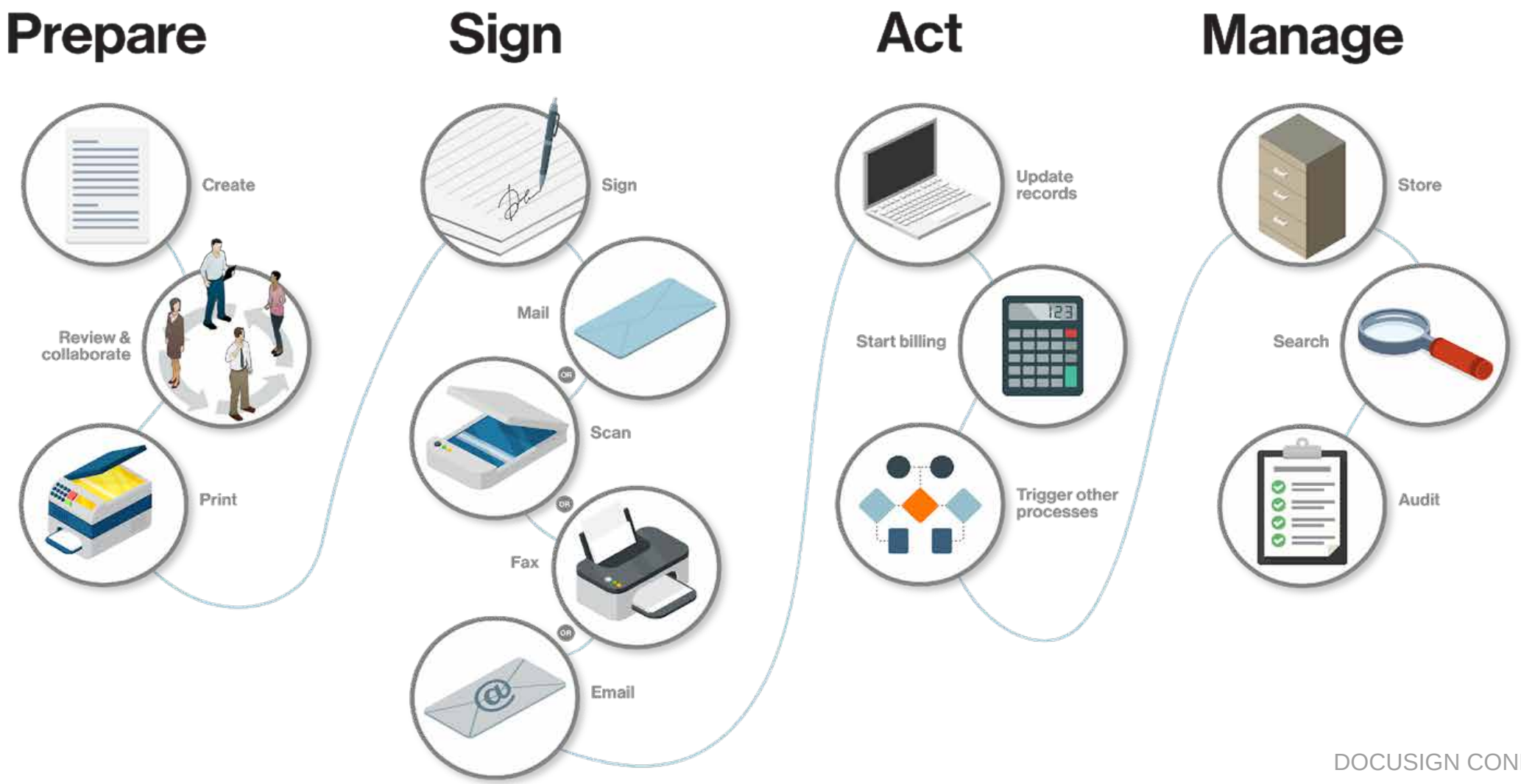
To launch a startup, your idea must respond to a personal need*
DocuSign was founded in 2004 to eliminate paperwork

* Daniel Marhely, founder of Deezer

Every company has a system of agreement, whether they know it or not



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It’s just not been built for the speed of today’s business (and likely not built for working from home)

Prepare

Maturity

59%

of Sales Managers say that contract preparation takes too long

Sign

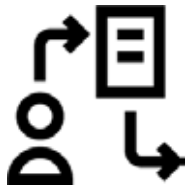
Maturity

73%

of employees say that human error impacts their contracting process

Act

Maturity



65%

say their current contracting processes cause delays in closing deals

Manage

Maturity

40%

do not have confidence that contracts they eventually find are the right version

FORRESTER®

Source: The State of Systems of Agreement 2019, Forrester Consulting, 800+ decision-makers surveyed

Agreements are everywhere across a business

Sales
- Sales Order Processing
- Customer Account
- Provisioning
- Special Deal Terms
- Referral Agreements
- Reseller Agreements
- Partner Agreements
- Sales Support
- Loan Documents
- Support Agreements and Renewals

Marketing
- Event Registration
- Customer Communication Approvals
- Mass Mailing/Email Approval
- Event Vendor Agreements
- Rebate Agreements
- Sponsorship Agreements
- Promotion Agreements
- Advertising Contracts
- Press Release Approvals
- Brand Licensing Agreements
- Media Plan Sign-offs

Services
- Account Change
- Service/Work Orders
- Terms Change
- Self-Service Requests
- Compliance
- Field Service
- New Policy Applications
- Policy Cancellations / Suspensions
- Independent Agency Licensing
- EFT Authorization

Human Resources
- Offer Letters
- New Hire Paperwork
- Candidate NDA
- On/Off-boarding Checklist
- Employee Policy Distribution and Signature
- Contractor Agreements
- Non-disclosure
- PTO Management
- Performance Appraisal
- Background Checks

Finance
- Invoice Processing
- Expense Processing
- Capitalization Management
- Audit Sign-off
- Policy Management
- Inventory Sign-off
- Asset Transfer/Retirement
- Grant Applications
- Sales and Use Tax Return
- Consumer Account Opening
- Deposit Products

IT/Operations
- Asset Tracking
- Change Requests
- Requirements Sign-off
- Access Management
- Incident Reporting
- Production Change Authorization
- Maintenance Authorization
- Authorization
- Real Estate Approval
- Project Budget Approvals

Legal
- NDAs
- Contract Management
- Internal Compliance
- IP Licensing
- Patent Applications
- Board Minutes
- Affidavits
- Summons
- Engagement Letters
- Memoranda of Understanding

Facilities
- Front Desk Sign-in
- Work Orders
- Lease Agreements
- Move In/Out Requests
- Parking Permits
- Building Maintenance
- Construction CAD Drawings
- Equipment Loan Agreements
- Change Justification Forms
- Building Permits
- Change Orders

Product Management
- Change Management
- Release Management
- Code Review Reporting
- Requirements Acceptance
- Release Scope Commitment
- Policy Approval
- Beta/SDK Agreements
- Developer Program Enrollment
- Product Development Methods
- New Product Evaluation
- New Offering Announcement

Procurement
- Purchase Order
- Statement of Work
- Master Services Agreement
- RFP Sign-off
- Supplier Compliance
- Service Level Agreements
- Termination Letters
- Software License Agreements
- Rate Cards
- Invoice Processing
- Subcontractor Agreements
- Vendor Contracts

The DocuSign Agreement Cloud can help

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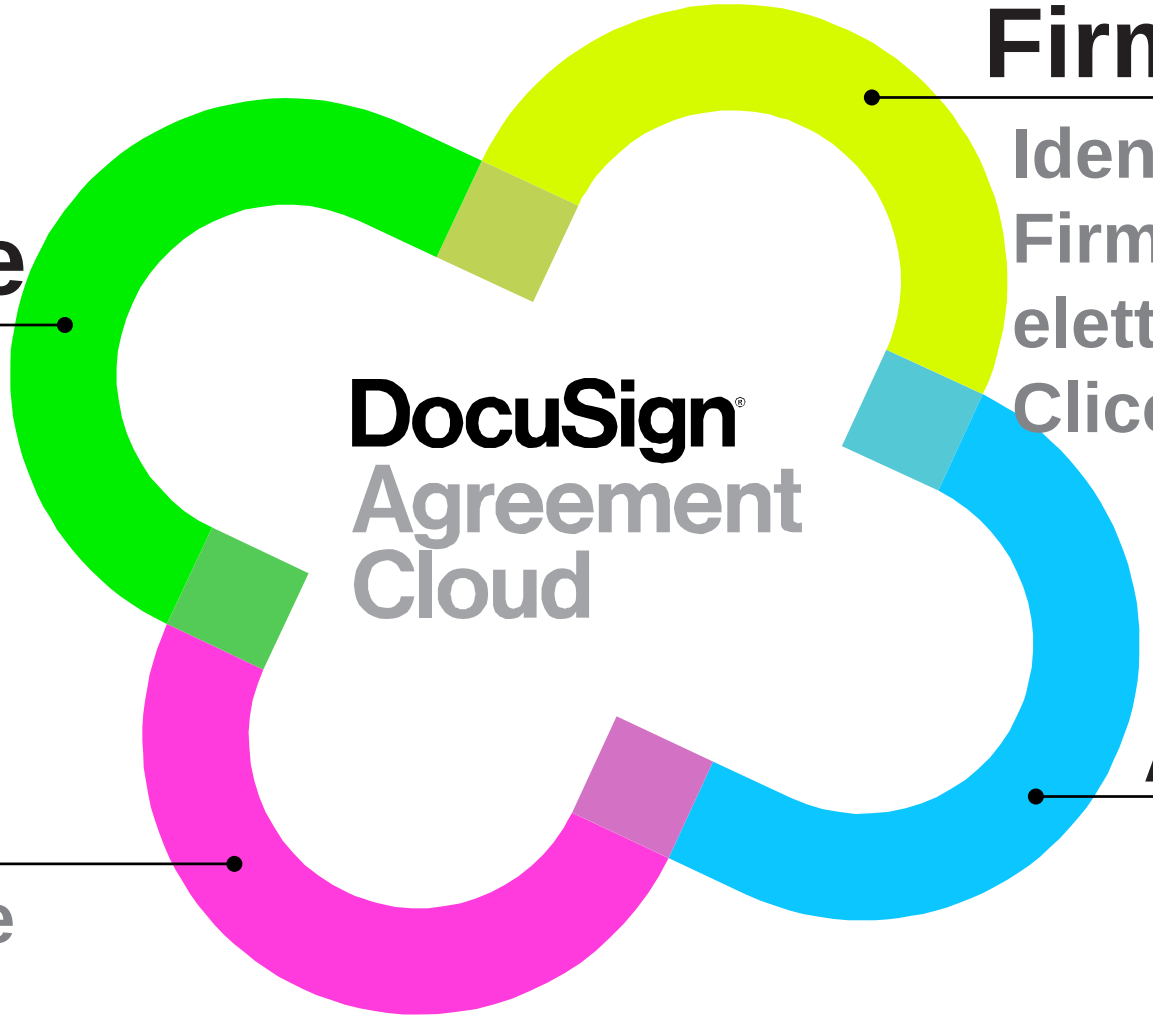
Firmare

Identificare
Firmare elettronicamente
Cliccare

Preparare

Generare
Guidare
Negoziare



Agire

Pagare
Innescare
Aggiornare

Gestire

Archiviare
Cercare
Visualizzare

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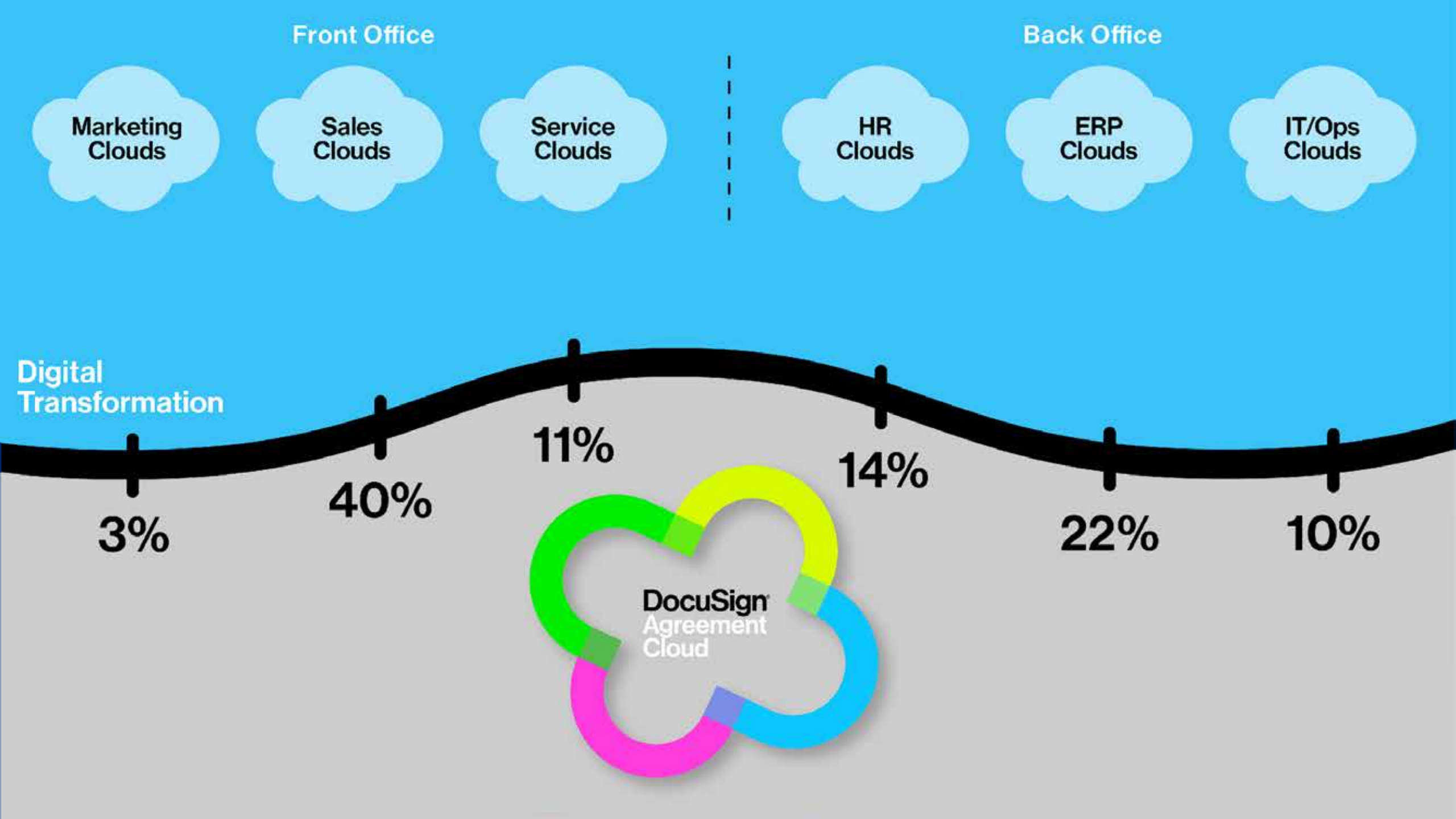
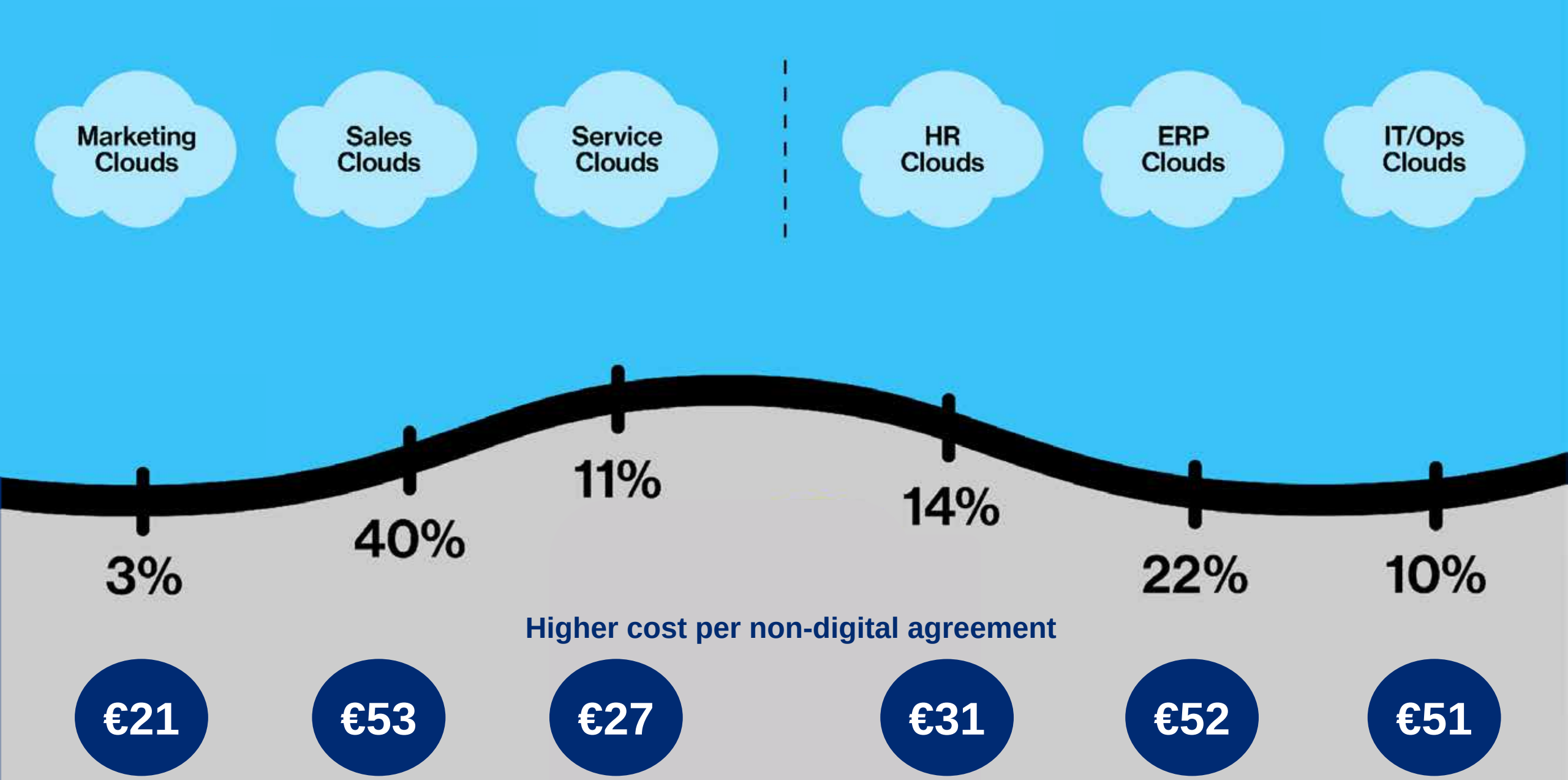
DocuSign Agreement Cloud – SAP Perspective

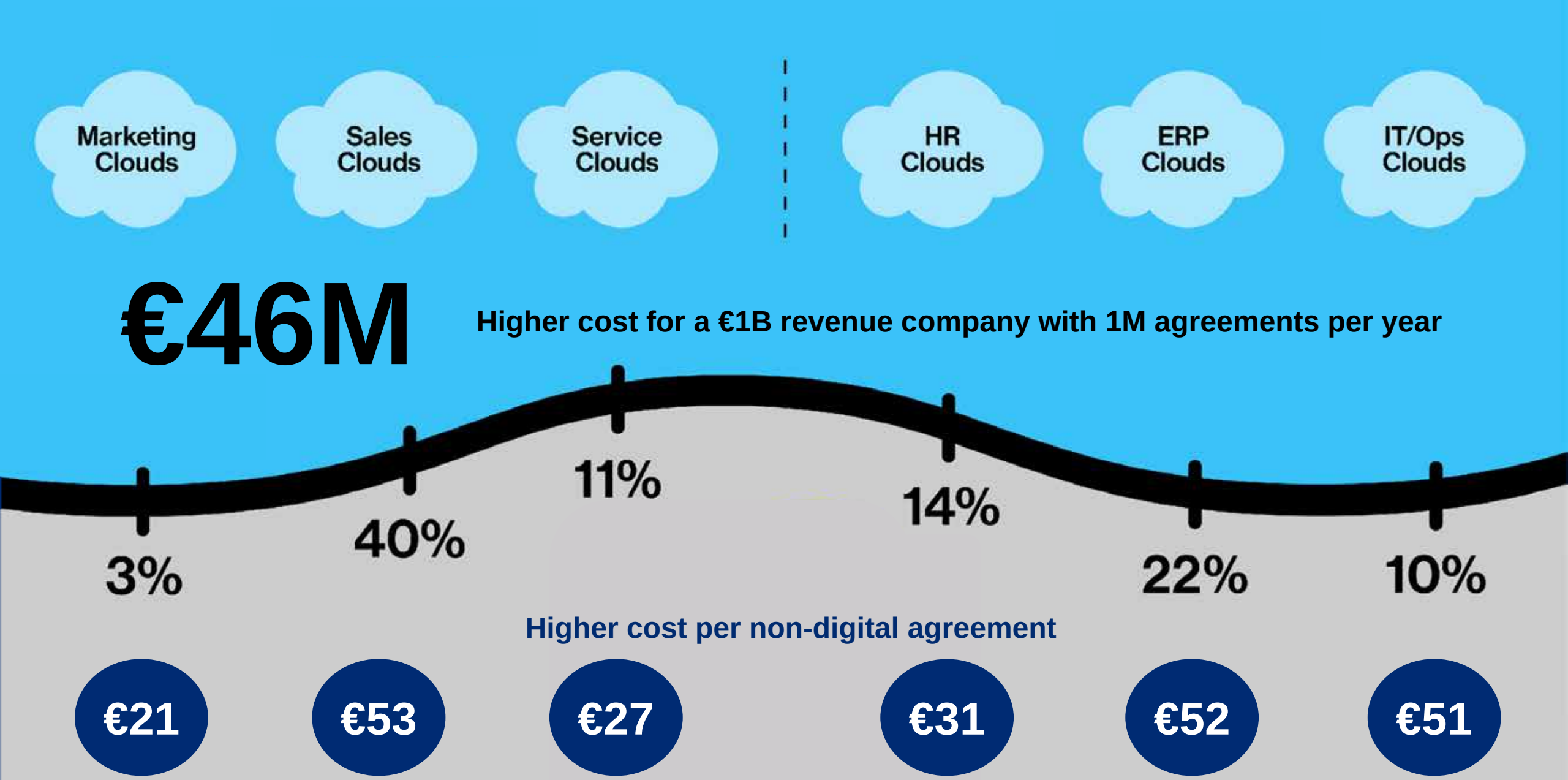
Workflow, APIs+SDKs, Administration, Intelligence

Prepare	Sign	Act	Manage	Integrate	Industry
SAP Ariba	SAP Signature Management	SAP C/4 HANA	SAP S/4 HANA	SAP	Signature Management for High Tech
SAP SuccessFactors	Add-on for Standards-Based Signatures	SAP S/4 HANA	OpenText xECM	Microsoft	Signature Management for Insurance
SAP FieldGlass	Add-on for Life Sciences Modules (CFR Part 11)	SAP ECC / CRM		Jaggaer	Signature Management for Real Estate
SAP CLM (on prem)	ID verification			Salesforce	Signature Management for Healthcare
SAP C/4 HANA	Add-on for Connectors			Box	Signature Management for Energy
SAP S/4 HANA				Hundreds more	Signature Management for Financial Services
SAP ECC / CRM					
OpenText xECM					


Front Office
Back Office
Marketing Clouds
Sales Clouds
Service Clouds
HR Clouds
ERP Clouds
IT/Ops Clouds
Digital Transformation
3%
40%
11%
14%
22%
10%
DocuSign Agreement Cloud

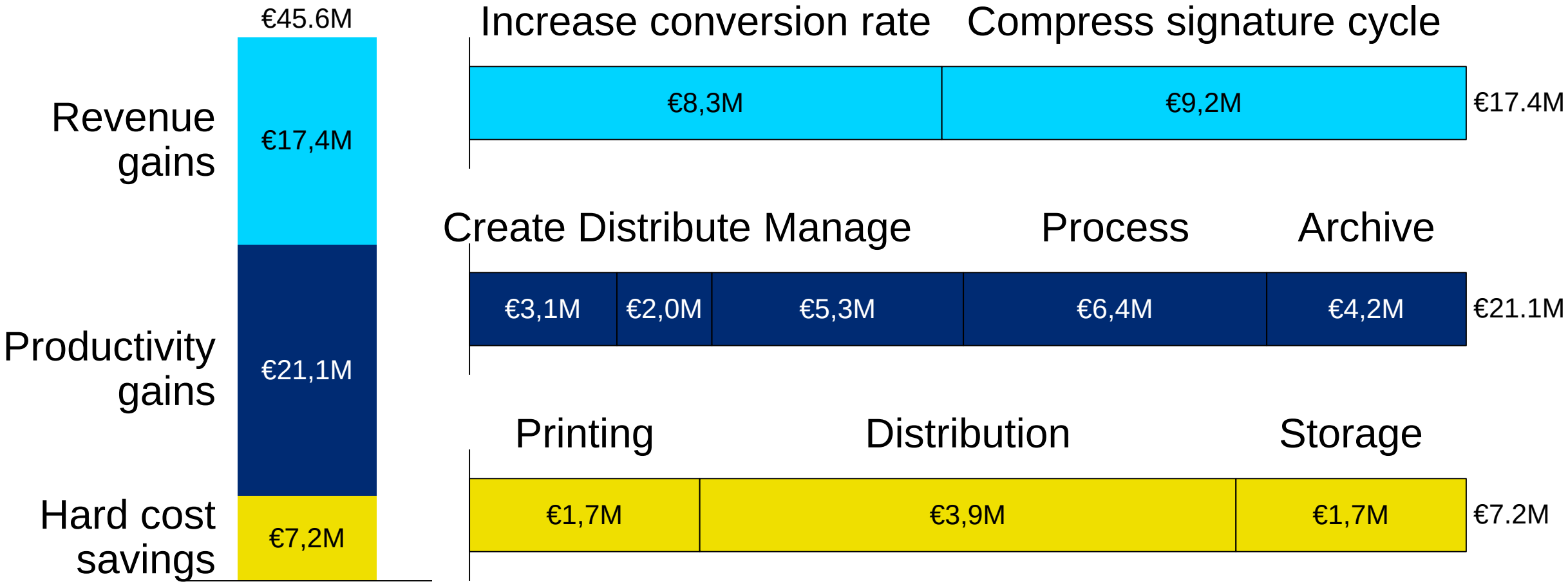


Source: DocuSign benchmarking with hundreds of DTM customers. Conservative figures based on average product configuration



Source: DocuSign benchmarking with hundreds of DTM customers. Conservative figures based on average product configuration

DocuSign drives value by accelerating revenue, improving productivity, and reducing spend



Illustrative benefits not including compliance, security, and performance contracting impacts

Source: Benchmarking with hundreds of DocuSign customers. Various product configurations averaged

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DocuSign helps customers achieve their strategic objectives, particularly in operational efficiency

SPEED

Accelerate business outcomes

- Time-to-value
- Sales cycle length
- Operational responsiveness
- Cashflow acceleration

RISK

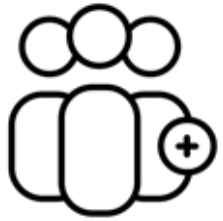
Reduce operational and compliance risk

- Process visibility
- Operational uptime
- Data integrity
- Regulatory and contractual compliance

COST

Save time, money, errors, & waste

- Workforce productivity
- Direct costs
- Error and loss rate
- Water, energy, CO_2 and paper



EXPERIENCE

Improve the user experience

- Completion rate
- Conversion rate
- Retention rate
- Brand sentiment

[1]FCA Bank Consolidated Financial Statements 2018

SAP

FCA
FIAT CHRYSLER AUTOMOBILES

teva

BPER:
Banca

GENERALI

ORACLE

SAIPEM

Boehringer
Ingelheim

3

ZURICH

salesforce

iren

IPSEN
Innovation for patient care

ghd
good hair day

AVIVA

DISNEYLAND
PARIS

sorgenia
YOUR NEXT ENERGY

Hill's

PRADA

Postevita
GruppoAssicurativoPostevita

TELESPAZIO
a LEONARDO and THALES company

Rai

TELEPASS

CAMPARI

DKV

Why DocuSign?

Comprehensive

Most applications
More than a dozen applications span the entire agreement process

Most integrations
350+ prebuilt integrations with the systems where work gets done

Award-winning API
Over 1,000+ customer-built integrations

Innovative

Track record of “firsts”
eSignature pioneer, with 750+ product innovations delivered

World-class platform technologies
Leadership in uptime, security, privacy, and global coverage

Unique mix of scale and focus
The industry’s largest organization for designing, delivering, and supporting agreement technologies

Trusted

Over 540,000 customers
Including many of the world’s largest banking, pharma, and tech companies

Hundreds of millions of signers
The global standard in eSignature, across 180+ countries

Net promoter score of 66
Loved like the world’s best brands

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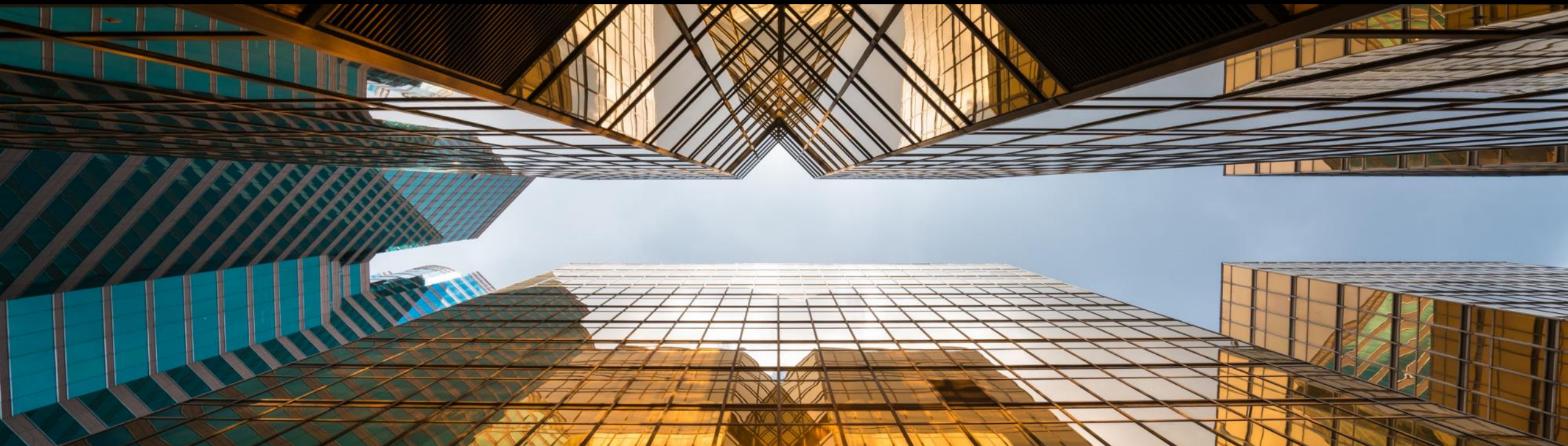
Poll & DEMO



Any device, anytime, anywhere.

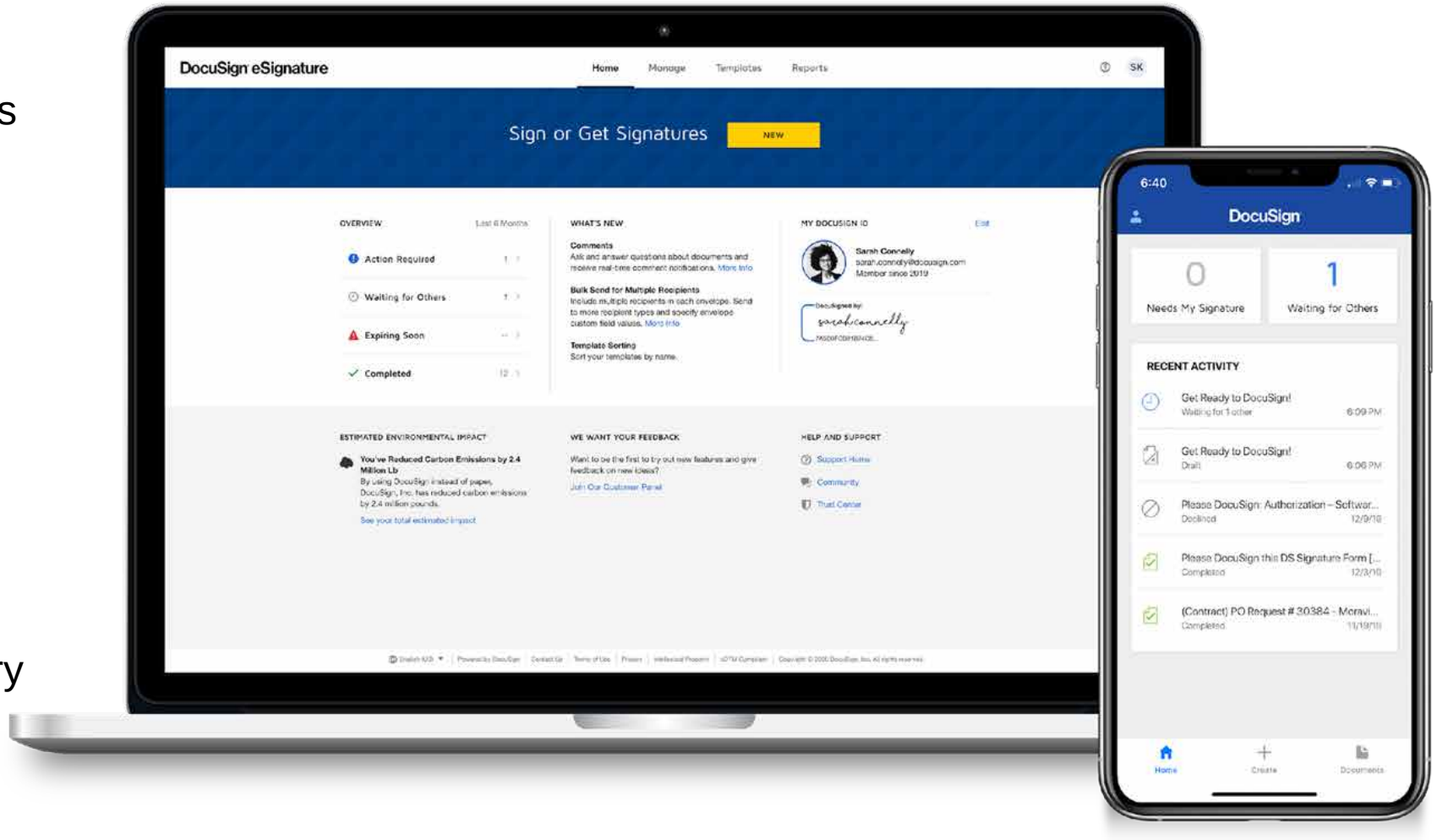
Send, track and sign agreements with the world's #1 electronic signature solution.

Increase efficiency by automating signature workflows

Win customers by delivering mobile and personalised experiences

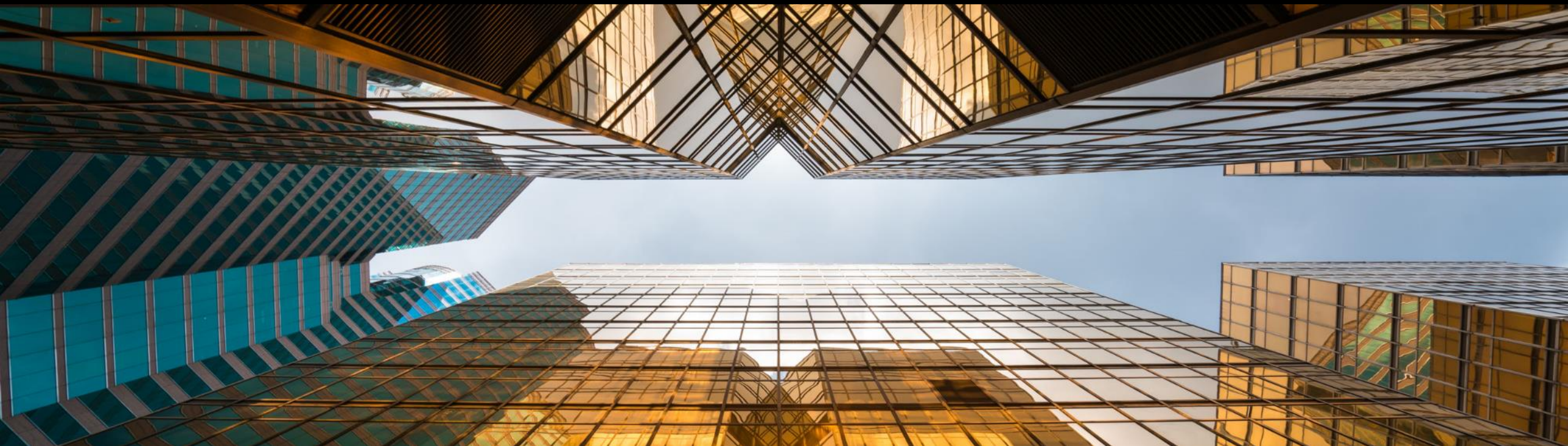
Eliminate errors and risk by integrating into your apps and systems of record

Effortlessly comply with industry and global regulations



SAP Signature Management by DocuSign

Getting started



Three ways to use SAP Signature Management by DocuSign

1 DocuSign WebApp on DocuSign.com

- Use it on day 1
- Uses the same activation user name and password
- Upload document
- Save or build templates

2 Integrated using one or more of SAP's supported integrations

SAP SuccessFactors
SAP Ariba
SAP Fieldglass
SAP Customer Experience

- Each integration takes 10 minutes or less to activate upon receiving your activation email
- Fully integrated into 15 SAP business process

3 Build your own SAP integration leveraging the APIs which are provided with your subscription

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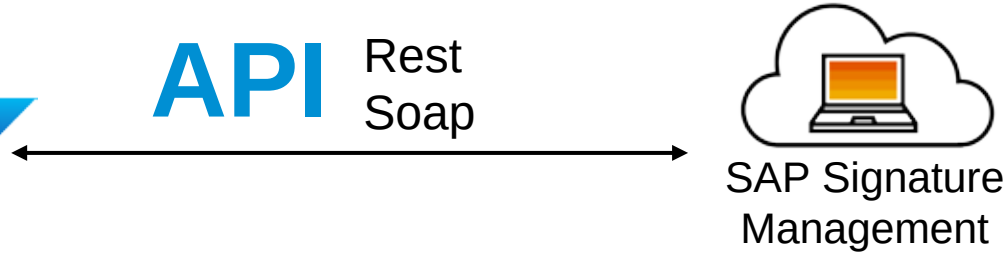

- Developers.docusign.com
- Includes free Sandbox
- SDKs, Sample Apps, and Code Examples provided

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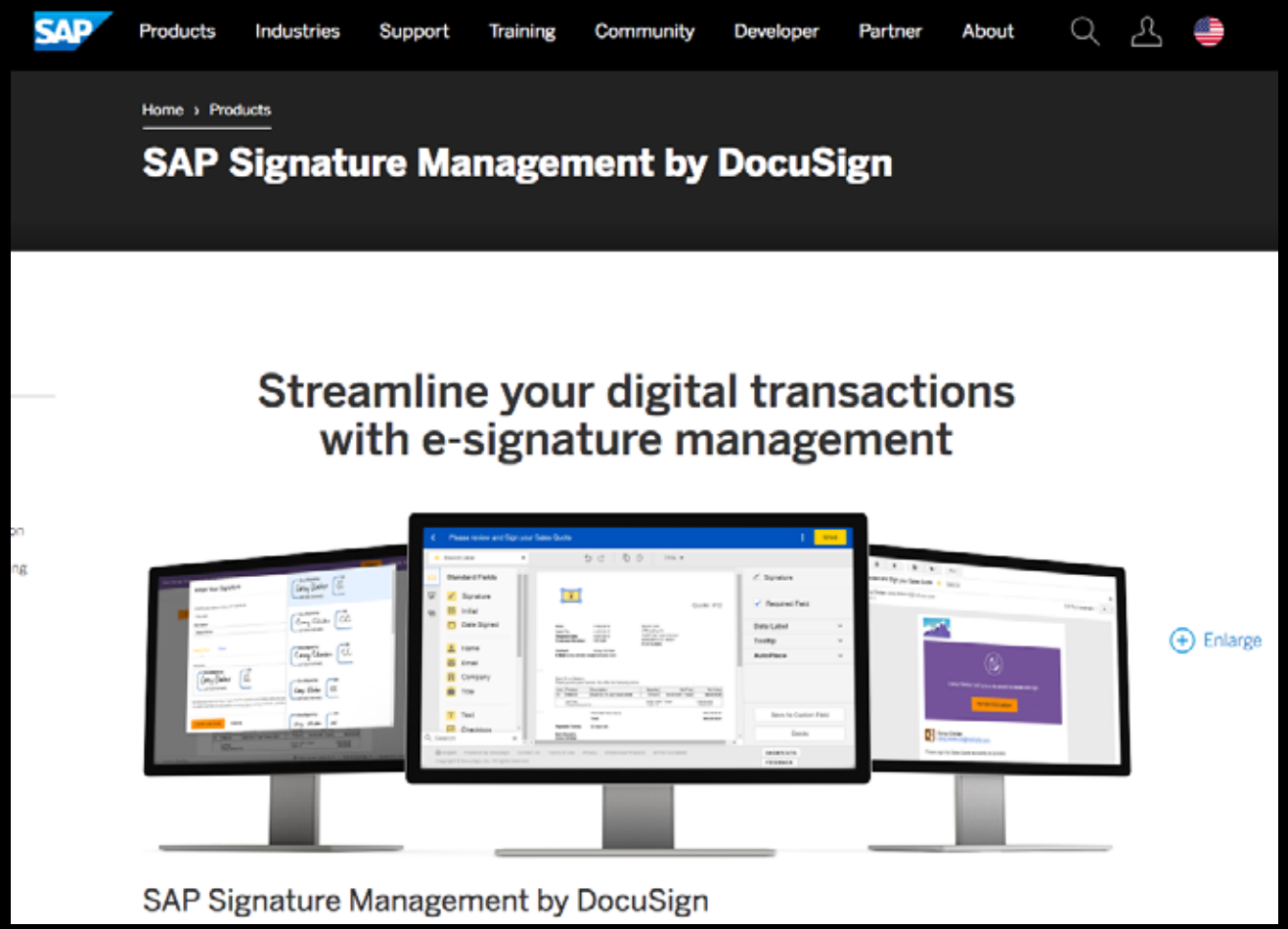
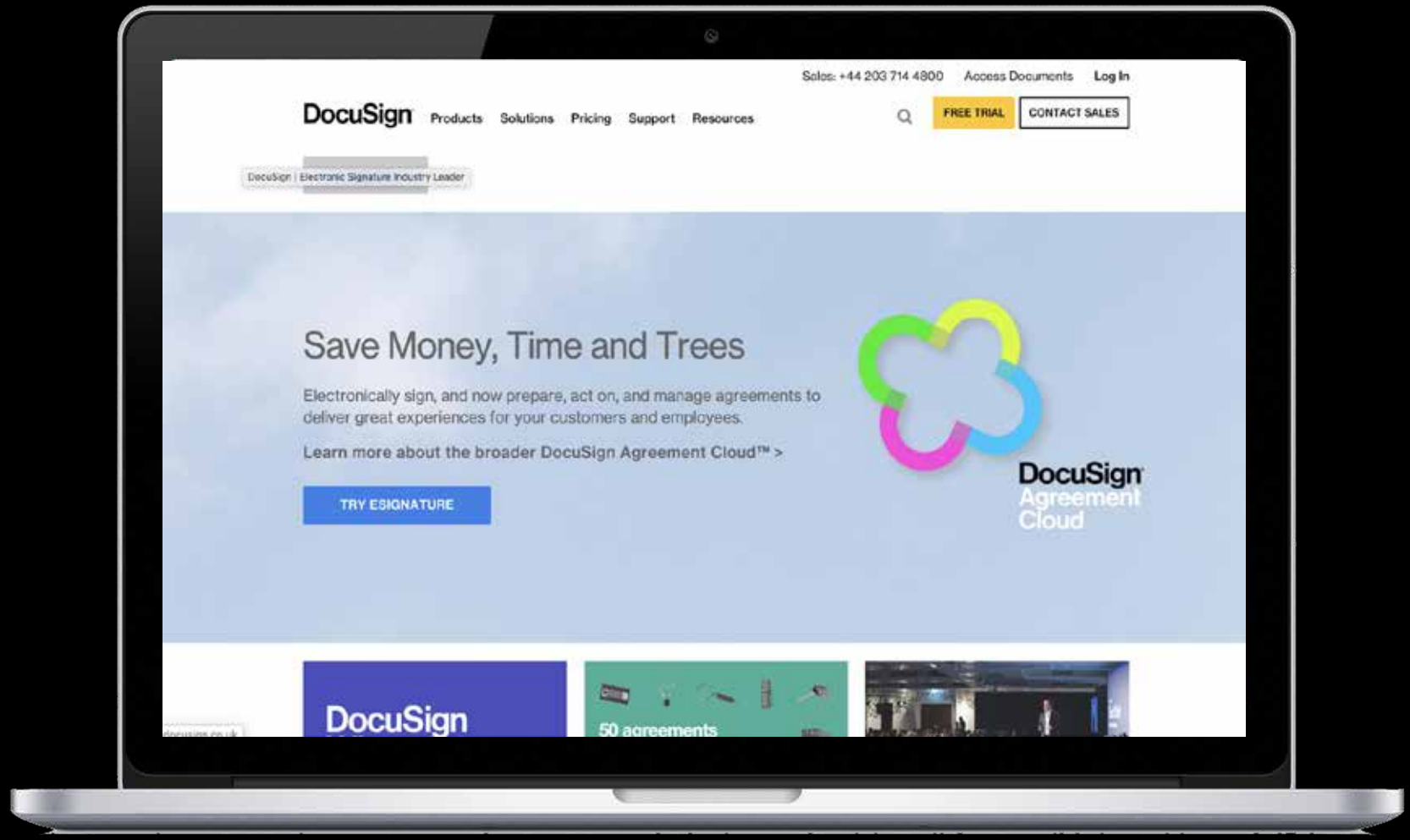
Additional information available



https://www.sap.com/products/electronic-signature.html

Get Started Today!

Engage your SAP AE – Create a free DocuSign trial account



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Grazie

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