



Sign anywhere.

Making your work life better, faster, easier
(and cooler) with mobile technology.



It's no longer just about how you interact with customers.
Now it's how you work with each other, too.

Is that your phone buzzing?

(Made you look.)

What would we do without our smartphones?

Emails would go unanswered, social posts unseen, movie times and tickets unpurchased, our favorite sports teams ignored, pictures untaken ... you get the idea. Now add tablets and the growing interest in wearables. All have become vital and pervasive appendages to helping us live our lives to the fullest.

But wait, a good portion of our lives is spent working.

So why aren't a good portion of our work duties easily accomplished on mobile devices, too? Imagine what you could achieve on the job if there was a seamless transition from your desktop monitor to your tablet to your phone (and even to your watch).

This ebook explores those "away from your desk, but still working" moments.

We'll look at the state of online and mobile usage now, how the most successful businesses are embracing the possibilities, and where today's trends could take us tomorrow.

SECTION 1: THE STATE OF MOBILE USAGE

ATTENTION: You're now one of 3 billion Internet users worldwide.¹

That's more than 40 percent of the Earth's population regularly getting online to learn, play, interact, and increasingly, to work.

There are now 5.2 billion mobile devices and 1.6 billion smartphones, while only 789 million laptops and 743 million desktop PCs.³

(Kleiner Perkins Research)

The Mighty Internet

Of the 3 billion people using the internet every day:

 **80%** use a smart device

 **47%** own a tablet

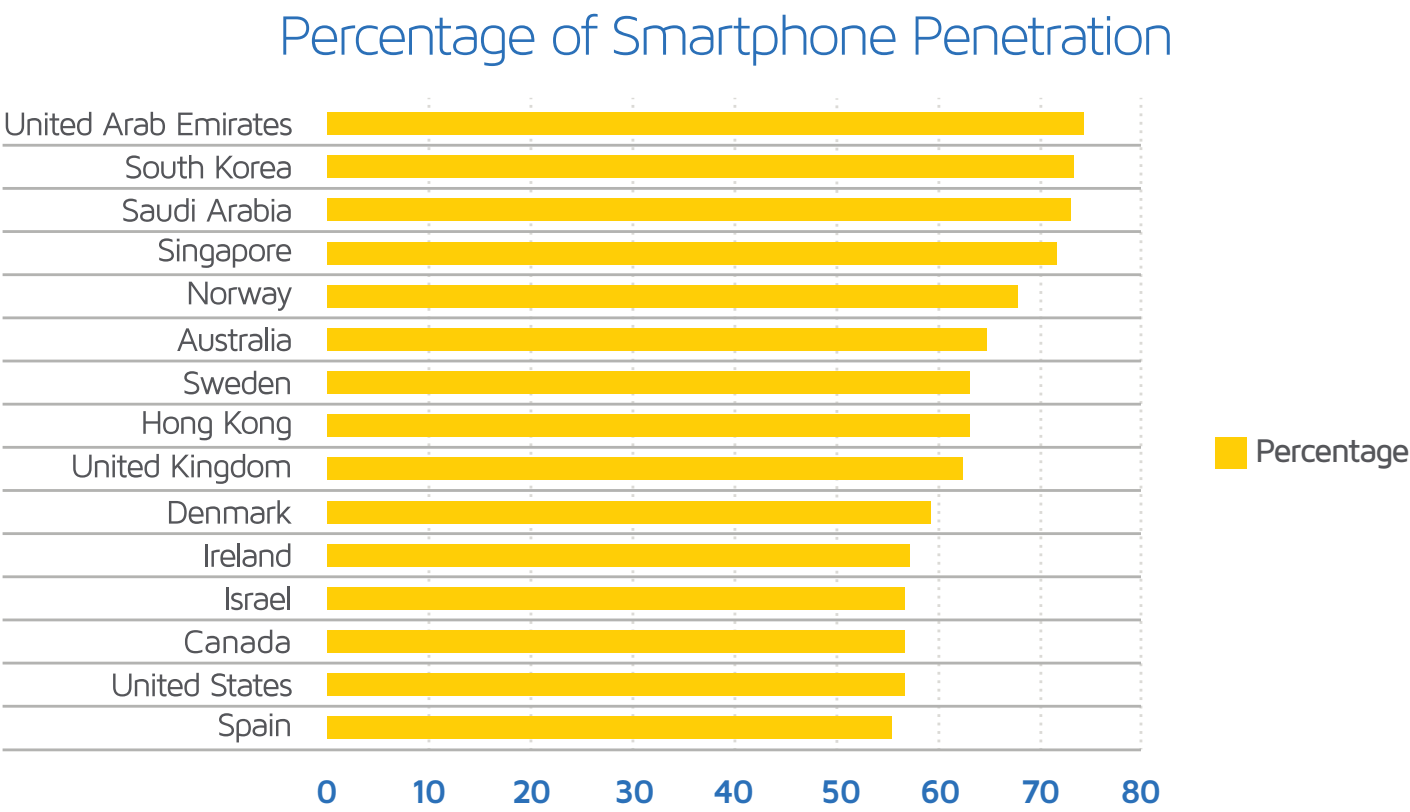
 **9%** have a smart watch²

The average user is online four to six hours every day.⁴ But this number varies quite a bit by region. While people in Southeast Asia spend six hours each day online, Japan comes in last with three hours each day. But South Korean web users (where Internet speeds are incredibly fast) also spend just 3.5 hours a day online.⁵

SECTION 1: THE STATE OF MOBILE USAGE

The Equally Mighty Mobile

More than half of all internet activity in the U.S. is done on a smart mobile device. Analysts predict that American smartphone users will grow from 182 million in 2015 to 220 million by 2018.⁶ But the U.S. lags behind many. Here are the top-15 countries by percentage of smartphone use, with 63.5 percent being the average penetration.⁷



SECTION 1: THE STATE OF MOBILE USAGE

And Now ... the Mighty Need in the Workplace

Employees in today's digital workplace use an average of three different devices in their daily routine, which will increase to five or six devices as wearable technologies become more common.⁸

Are businesses happy about all the devices at their employees' fingertips?

Statistics don't tell if they're all smiles or not, but it looks like the acceptance rate is going up. Seventy-four percent of organizations are either already using or planning to allow employees to bring their own devices to work.⁹

CONCLUSION: Personal digital devices are everywhere – outside AND inside the office.

It's time to put them to work for you.



SECTION 2: MOBILE IN THE WORKPLACE



Mobile-based work applications are finally becoming just as sophisticated and usable as the most popular entertainment and social ones.

Nearly three-fourths of the U.S. workforce will be classified as “mobile workers” by 2020.¹⁰

That amazing statistic is echoed across the planet. The retro world of Dick Tracy watches and Star Trek communicators has arrived.

Workplace Acceptance Survey

According to a recent Seismic.com survey of attendees at Salesforce’s annual Dreamforce event, the number who feel mobile technology has improved their work life has grown from 58% in 2014 to 78% in 2015. That makes sense. Mobile-based tools for job function are finally becoming as sophisticated and usable as the most popular entertainment and social applications.

SECTION 2: MOBILE IN THE WORKPLACE



The Momentum is Growing.

Technology research firm Gartner Inc. predicts that by 2020, more than 40 percent of sales organizations will rely primarily on mobile digital technology to get work done. That tech will be highly integrated into their automation and CRM systems.

While other departments are slower to adopt than sales, many are finally embracing the trend. They have to!

For example, employees and job candidates are 2-5 times more likely to access HR information on their phone than their PC.¹¹ Human Resource departments had better take heed.

This should make you “appy.”

Much of the accelerating mobile adoption is being driven by the new abundance of mobile-responsive websites and applications. In 2016, Gartner says, use of mobile apps will surpass that of Internet domain names, making mobile apps the dominant means of engaging with brands.¹²

And what about “wearables.”

Thirty-eight percent of businesses report that they have implemented or are considering the use of wearables by employees.¹³ So dare we say, “Watch out?”

SECTION 3: MAKING MOBILE WORK FOR YOU

How do you make your phone or tablet (or watch) improve your workday?

Start with your basic departmental duties: Paperwork and procedures.

Imagine NDAs, invoices, project proposals, purchase orders, time sheets, RFPs, permissions, reviews, signoffs – you know, those tiresome paper pushing processes – all accessible, transferable, reviewable, approvable, and actionable via any digital device.

It's Possible, DocuSign Mobile is a Great Example

Just as users can on their desktops, DocuSigners can tap their tablets and smartphones to:

- Prepare, send, and execute documents for approval and signature – As easily as if on a large desktop or laptop monitor.
- Do business even when offline – Legal and binding approvals and signatures can be made, stored, and later downloaded and actionable when wifi is available.



Remember: Employees are 2-5 times more likely to access information on their phone than their PC.¹¹

SECTION 3: MAKING MOBILE WORK FOR YOU

An Arresting Example of Mobile Technology Improving Internal Business

Butte County covers more than 1,600 square miles of open country in Northern California. Unfortunately, all that remote land offers tempting places for criminals to set up secret meth labs.

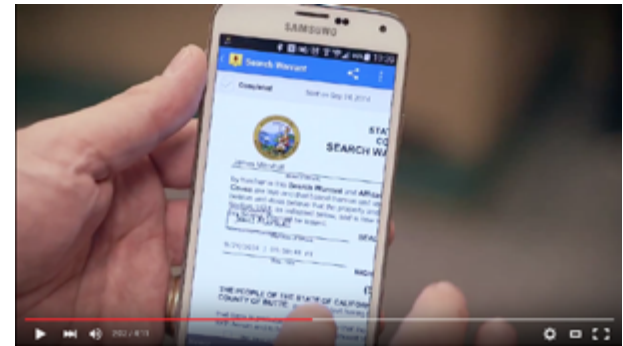
BEFORE: SWAT teams would have to wait outside a suspected house or trailer until a signed search warrant was delivered to them. This delay often allowed time for the suspects to destroy evidence.

NOW: A judge can be alerted at any time to review and sign a search warrant request via their computer or smart device. Once signed online, the legal warrant is immediately viewable and actionable in the field on the team's tablet. Score one for the good guys!



[READ THE CASE STUDY](#)

How Butte County, CA Automates Search Warrant Approvals with DocuSign



[VIDEO](#)

Butte County Achieves Greater Security with DocuSign

SECTION 3: MAKING MOBILE WORK FOR YOU

More “business improved by mobile” examples ...

Each of these big names is using DocuSign Mobile to make jobs easier and more successful.



Comcast

Field sales reps are armed with iPads that can be used to present products, demo them, and inevitably sign up customers on the spot.

[Video >](#) [Case Study >](#)



First Data

Its merchant payment solutions can be priced wherever the meeting is taking place—the customer’s office, at the corner coffee shop, the airport—and the deal closed in minutes. Onboarding of new customers has been cut by 50 percent.



360 Networks

Says Scott Fincher, Product Marketing Manager, “Internally, our folks love it—from Jeff who is responsible for contracts and NDAs or Larry who manages our legal documents to Nick who is responsible for the products and sales team.

“Our customers are happy with the process and what had taken days, now takes hours. DocuSign has made a real, definable impact on our bottom line.”

[Case Study >](#)

SECTION 3: MAKING MOBILE WORK FOR YOU



Fidelity Investments

Financial advisors engage with clients for new account opening and asset transfer at local branches via tablet devices. NIGO has been eliminated, and their document completion time is now minutes rather than days.



HotelTonight

Jared Simon, COO, says, "The process is simple ... quickly, easily, and securely complete a contract with HotelTonight on any device, from anywhere in the world."

[Video >](#)



WFG

With DocuSign Mobile, WFG, a Transamerica Company, achieved 80 percent reductions for in-field completion time and saves 60,000 administrative hours annually.

John Joseph, CEO of World Financial Group, states, "DocuSign is a true game changer for WFG and our ability to provide service to our agents."

SECTION 4: MAKING DOCUSIGN WORK FOR YOU



- Companies deploying eSignature selling solutions close 17 percent more deals (34% vs. 29%) than non-adopters.¹⁵ Some DocuSign customers have enjoyed a 30-percent uplift in close rates.
- On average, companies experience \$60.31 in incremental revenue per sales contract with DocuSign.¹⁶

Examples:

DuPont saved more than 500 work hours in less than 10 months and DocuSign earned the title of “most productive tool” by area managers.

eRewards reduced contracting process from 5 days to an average of 1 day.

CenturyLink saved 1,700 selling hours per month.



- Reduce procurement form turnaround time by 80 percent and save \$34 per document with DocuSign.¹⁵

Examples:

AssurX reduced 3-5 day document turnaround to 1 day or less.

HP reduced steps required for contract completion by 70 percent.

Aon Affinity saved 200+ hours/year not having to rekey data and achieved 100 percent error-free documents.

McKesson reduced turnaround times from 4 days to less than 1 hour.

SECTION 4: MAKING DOCUSIGN WORK FOR YOU



- On average, DocuSign finance users enjoy a 75 percent cost reduction per compensation adjustment.¹⁶
- Ninety-nine percent NIGO reduction for invoice approvals, travel requests.¹⁶

Examples:

LinkedIn “The introduction of DocuSign into our collections process significantly improved DSO.”



- On average, DocuSign for Legal users enjoy 70 percent more efficient execution of NDAs and contracts.¹⁶

Examples:

Amica Insurance “Previously, it took us an average of 14 days to complete a transaction by mail. Now, it takes us two days to complete the same transaction.”

McDonalds Australia [See](#) how McDonalds Australia general council saves time and paper.

And lastly, more about DocuSign Mobile

“For someone who has to sign a large number of documents, DocuSign is a really useful application. It’s a handy utility app and enables you to scan, sign, and store documents straight to your mobile device ... which is a really useful business tool.”

My Top 7 apps: Chris Williams from B60 apps Mobile Industry Review Aug 2015

DocuSign Mobile Apps are Made for Any Size Business

- In-Person Signing—Supports both in-person and remote signing options.
- Offline Access – Add document, signers, and sign documents even when network connection is unavailable.
- Templates – Quickly execute web created templates from your mobile device.
- Native Apps in 11+ Languages for Every Major Platform (iOS *, Android, Windows and Windows Phone)
- Secure Cloud Storage – Always up, always protected. You can also access and store completed documents to Box, Dropbox, OneDrive, Google Drive, Evernote, and Salesforce.
- Mobile Device Management (MDM) – Enforce IT policies with a secure container separating personal and company data.

[Find out more here >](#)



**Named one of
Apple's Top 25
Business Apps**



**Best Productivity
App – Tabby
Awards/Business**



**Rated 5 out of 5
on Forrester Mobile
Platform Support
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DocuSign® is changing how business gets done by empowering more than 100,000 companies and more than 50 million users in 188 countries to sign, send and manage documents anytime, anywhere, on any device with confidence. DocuSign replaces printing, faxing, scanning and overnighting documents with the easiest, fastest, most trusted way to make every approval and decision digital. Organizations of all sizes and industries are accelerating contracts, approvals and workflows with DocuSign's Digital Transaction Management (DTM) platform and eSignature solution. DocuSign keeps life and business moving forward.

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