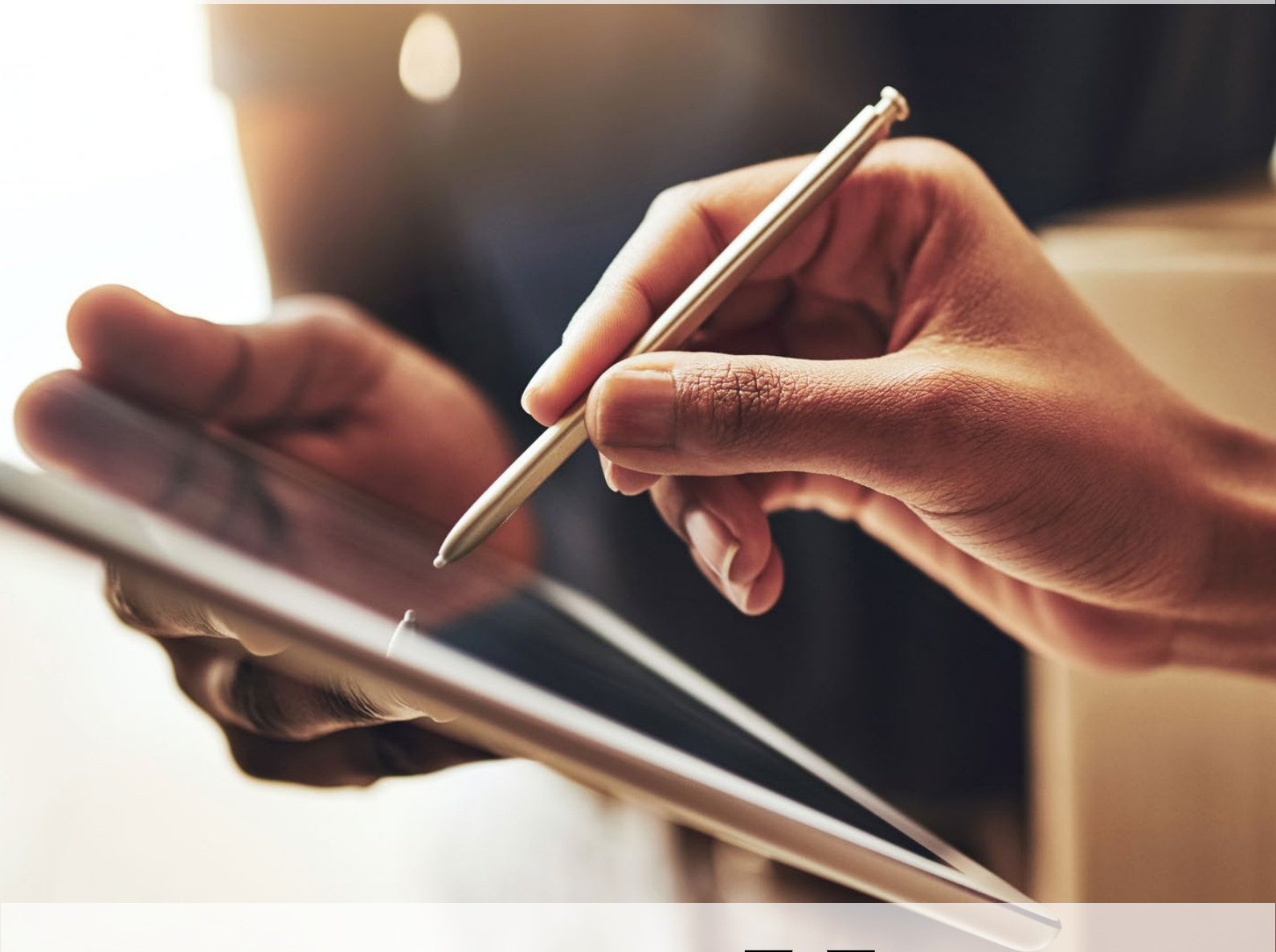# How E-signatures Can Accelerate Workplace Transformation for All Areas of Your Business

ABERDEEN

Adobe

Now more than ever, businesses need to accelerate their digital transformation. As more employees are working remotely, in-person transactions — like signing documents — are difficult and slow down business processes.

E-signatures

Aberdeen research has found that Best-in-Class organisations are ***2x more likely to use e-signatures.***

Aberdeen has found that as businesses undergo this change, they are looking for new technologies that remove manual processes, ease automation and enable nearly any task for remote workers. They also need these technologies to work seamlessly with their core Microsoft business applications, such as Microsoft 365, SharePoint and Dynamics 365. A key technology that drives this kind of transformation is e-signatures.
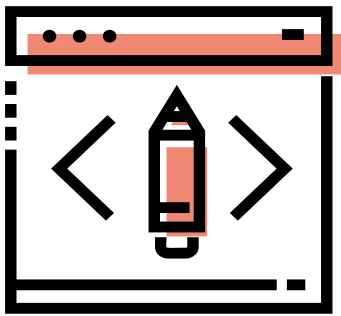
When businesses turn to e-signatures across work areas, such as those outlined in this eBook, they put increased power in the hands of remote workers, boost the ROI of their current technology investments and become more efficient and productive.

Enabling Complete Business Collaboration with E-signatures

For remote workers, collaboration and real-time communications aren't just a nice addition, they are imperative for maintaining business continuity. As more communications rely on applications and services like Microsoft 365, including SharePoint and Teams, organisations need to provide automated and fully integrated solutions that not only remove manual and paper processes, but also allow for more secure collaboration. In fact, one of the top challenges for collaboration, cited by 47% of businesses, is staying secure and compliant in all aspects of collaboration, including document signing, the tracking of signature status and workflows for routing documents.
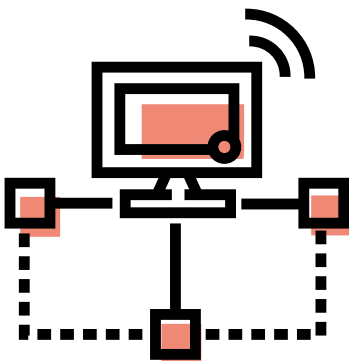
However, Aberdeen research has found that when companies implement e-signatures that are well integrated with vital collaboration systems, they gain increased capabilities and reduce bottlenecks.

These businesses are:

2.5x more likely

to provide integrated document collaboration tools between employees, partners and customers.

2x more likely

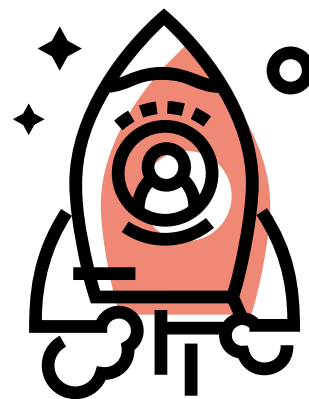to be able to get signatures for legal contracts without IT assistance.

Using Automation, AI and Integrated E-signatures to Drive Business Acceleration

Despite the progress many businesses have made towards digital transformation, organisations are often still tied to manual and inefficient processes. Whether it's purchase orders, contracts or policies, many business workflows rely on getting documents signed and approved. Even modern businesses with e-signatures confront barriers and complexities as users switch between the tools they use every day to run the business and a separate e-signature solution.
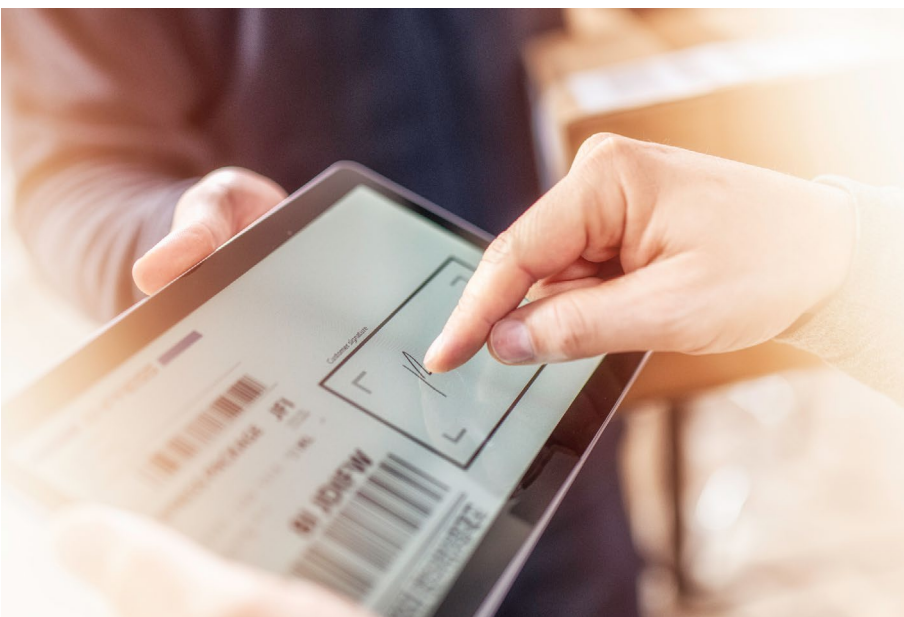
This is why leading organisations are turning to e-signature solutions that take advantage of artificial intelligence (AI) and automation to not only eliminate manual tasks, but to streamline the processes and requirements that often drive these tasks.

Aberdeen research found that leading organisations that deployed automated, intelligent e-signature platforms integrated with systems like Microsoft 365, when compared to businesses without these capabilities, were:

2x more likely

to have confidence in the quality, accuracy and delivery of documents required for completing business deals and processes.
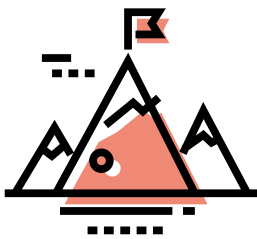
E-signature Integration with Microsoft Dynamics 365 Drives Sales Acceleration and Innovation
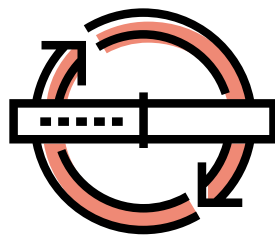
Today nearly all deals are signed and closed remotely — and anything that delays getting signatures is a problem. Aberdeen research has discovered that, when it comes to saving resources, speeding deals and creating efficiencies, e-signatures are a key success metric for leading businesses. And businesses are more likely to achieve these benefits when they adopt e-signature solutions that are well integrated with Microsoft Dynamics 365 and Microsoft 365. This tight integration simplifies getting contracts completed, closing deals and leads to businesses seeing increased year-over-year revenue, lower customer acquisition costs and faster sales cycles.

With this kind of modernised sales, driven by integrated e-signatures, Aberdeen research found that businesses are:
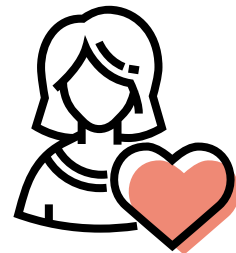

70% more likely
to attain sales goals.

3x more likely
to see faster and more efficient sales cycles.

80% more likely
to improve customer retention rates.

Businesses with e-signatures integrated with CRM tools like Microsoft Dynamics 365 leverage AI and automation at

3x the rate of their competitors.

How Modernisation and Acceleration Improve Employee Onboarding

Today's organisations need to ensure employees can accurately and securely complete enrolment forms and contracts. The increasing prevalence of remote workers requires new technologies for HR processes — like recruiting, training, and onboarding employees — while changing traditional processes like group orientation and IT setup. E-signature solutions integrated with business systems like Microsoft 365 and Dynamics 365 enable businesses to easily complete these tasks — even for remote workers and virtual offices.
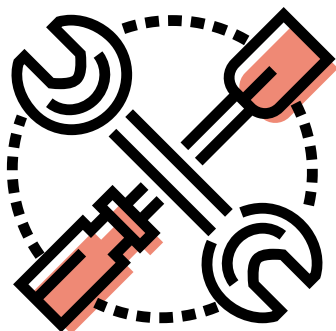
Businesses need to remove challenges and barriers that slow onboarding and reduce productivity. We found that:

58% of businesses

run into issues manual, outdated processes when on-boarding employees.

When organisations employ integrated, intelligent e-signature solutions, these barriers are removed — speeding the signing of employee contracts and forms. Without these capabilities, onboarding is a slow, tedious process. For example:
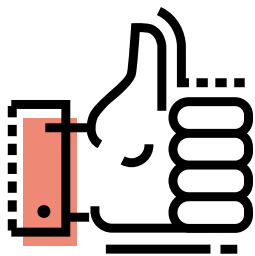
Businesses that lack e-signatures are

2x more likely

to need IT assistance when employee signatures are required on contracts.

Running any business or organisation is a tough task, and while new technologies and digital transformations bring opportunities, they can also increase complexity and introduce new challenges. Although today's organisations continue to improve and innovate, they must do so by leveraging technologies that allow them to reduce complexity, speed business and boost the ROI of all their technology investments.

Aberdeen research has found that when businesses take advantage of e-signatures that are tightly integrated with key business systems like those from Microsoft, they gain valuable benefits across their entire organisation. They are:

80% more likely

to have high customer satisfaction.

28% more likely

to see increased revenue.

As remote work and virtual organisations are transforming the world we live in and the way we work, organisations need to effectively adopt technologies and solutions that not only allow them to continue to do business, but to do it more effectively.

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