



# Going Mobile with Electronic Signatures

With more and more professionals using mobile phones and applications, the “mobile wave” is impacting every business function across the globe and transforming the way we do business. Technologies like mobile electronic signatures can help businesses finish business faster than ever before. Mobile electronic signatures let you and your contacts legally send and sign documents using mobile phones and other devices—anytime, anywhere.

## Keeping Up with the Pace of Business

Going mobile is arguably the fastest and most efficient way to get a signature because contacts are available anytime, anywhere. Companies that jump on the mobile opportunity and take advantage of their customers’ newfound accessibility are rewarded with greater profits. On the other hand, companies who arrive late to the mobile eSignature game are going to be left behind.

Let’s take a closer look at the rapidly accelerating demand for eSignatures on mobile devices and how early movers are using them as a competitive advantage. By understanding the different ways in which mobile signatures are used, and what key elements are required for each, businesses may see how to achieve a very favorable return on investment—not to mention legality and security—using mobile eSignatures in their day-to-day businesses.

## Do Business Wherever, Whenever

With the advent of cloud-based “Software-as-a-Service” technology, businesses may conduct part or even all of their daily transactions anywhere with greater ease. Harnessing the benefits of electronic signatures is the first step in the right direction. And by taking them mobile, you can gain a valuable competitive advantage.

“My customer was just starting up a business and desperately needed our Services as soon as possible. He had no access to his computer or scanner at the time. DocuSign enabled my client to sign docs on his cell phone to successfully start up his business with our services in no time!”

**Abel Villalobos**  
Comcast

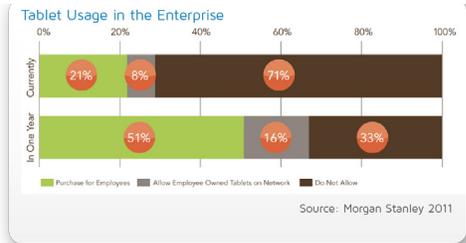
Why? Because the mobile market is one of the fastest growing today; by 2012, IDC estimates that more mobile devices will be sold than PCs and laptops combined. An 89% increase in data use in just the past year indicates that businesses and consumers are ready. By going mobile, companies can be more than paperless—they can be officeless.

## Benefits of Going Mobile

Every day we see more and more apps for businesses entering the marketplace, and more consumers are demanding mobile solutions, and as business people, they are bringing their consumer demands to the office and their businesses. With mobile electronic signatures, it’s possible to conduct business in a matter of minutes from anywhere. “Our thesis is that mobile computing will change the way consumers and enterprises operate in every industry,” said Rajeev Chand, Head of Research at Rutberg & Co.

The time is now to offer your customers advanced solutions, as they become the common mode of business. As technology advances, processes are becoming more streamlined and simple for the average customer. By adding mobile options to your company’s arsenal, you’ll improve efficiency within your company, as well as enrich your customer service.

## Tablet Usage in the Enterprise



Source: Morgan Stanley 2011

## Considerations for Mobile Solutions

When choosing a mobile eSignature Solution, it is important to know what to look for so you get the best solution for your needs and the needs of your customers.

**Senders:** If you want to send documents to be signed on the go, you should seek the following:

1. **Ease** – Look for native apps that leverage the power of the devices they use, to provide maximum ease of use and functionality.
2. **Works the way you do** – Look for a solution that allows you to send from anywhere. For easy access to your documents, specify electronic signature platforms that give you the flexibility to pull documents from your hard drive, email, or online in the cloud from Google Docs, Box, Dropbox and the like.
3. **Document status tracking** – Get real-time results on document status and updates, as well as notifications of any and all alterations to your document so you have increased visibility and control over your documents.
4. **Flexibility** – Look for the ability to correct addresses or other necessary changes, right when you notice them—even during the signing process. This is referred to as “collaboration.”
5. **Legality** – Look for a legally-binding solution from a trusted electronic signature solutions provider that warrants compliance with the federal ESIGN Act.
6. **Security** – Find a solution that is as safe as possible; the transactions are done on HTTPS, and the

documents are encrypted and digitally sealed when completed.

**Signers:** Mobile eSignature solutions need to be easy and fast for the recipients, as well. Ease and convenience for your clients should be a top priority when looking for a mobile solution.

1. **Ease** – Look for a solution that doesn’t require technical knowledge or difficult maneuvering to sign a document. A simple sign-and-tap solution works best. And your customers shouldn’t have to sign up for an account, download any software, buy any hardware or take any training.
2. **Convenience** – Almost every mobile device comes Wi-Fi ready. Choose an eSignature solution that doesn’t require expensive app purchases or long installation processes.
3. **Mobile-ready** – Make sure the solution you choose is designed to work on a mobile device—not simply a minimized browser.
4. **Completeness** – Ensure there are specified sections for initials and signatures. Incomplete signing isn’t any better than an unsigned document. Pick a solution that walks your customers through the signing process and only shows the signing process complete when they have dotted every i and crossed every t that you require.
5. **Versatility** – The ability to fill in data like an address, date or specific numbers is just as important as the ability to sign. Make sure you can get all the information you need, and that you can get that information easily into your own systems so you don’t have to rekey data.
6. **Legality** – Look for a legally-binding solution from a trusted, tried-and-true electronic signature solutions provider. Make sure documents cannot be modified without your knowledge, and that you can easily save a copy in the cloud, download to save or print.
7. **Security** – Find a solution that is as safe as possible; the transactions are done on HTTPS, and the documents are encrypted and digitally sealed when completed.



## Getting Started

The use of mobile devices for signing is accelerating, and companies that adopt mobile eSignatures have a competitive advantage over those who don't. Close deals faster. Reduce cost. Improve visibility, control and compliance. Enhance customer satisfaction.

Signing via mobile is the fastest, most efficient and most convenient way to get a signature. And it can be just as secure as using a PC or laptop. Consumers are very comfortable doing anything online, from buying books to watching movies to all types of communication. When you put your business at their fingertips with mobile electronic signatures, you can capture more opportunities and accelerate the pace of your business.

The first step is to see for yourself what it's like to sign a document using mobile electronic signature. You'll see why the mobile wave is no passing trend—it's here to stay. And so are mobile electronic signatures.



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For U.S. inquiries: toll free 866.219.4318 | [docusign.com](http://docusign.com)

For EMEA inquiries: phone +44 203 714 4800 | email [emea@docusign.com](mailto:emea@docusign.com) | [docusign.co.uk](http://docusign.co.uk)

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