Cloud, mobile, and other digital technologies have made it possible to conduct business almost entirely electronically but for the last mile: digitizing traditionally analog transactions that require paperwork and signatures. Companies eager to move faster for competitive advantage need to automate these transactions to accelerate them from days to hours or minutes. To bridge that last mile, they are turning to the growing market of Digital Transaction Management (DTM) solutions.

DTM integrates many parts of the document lifecycle, from creation and workflow management to eSignature, while ensuring authentication and security. This allows organizations to conduct major transactions digitally from end to end rather than finalizing them by exchanging documents by fax, courier, or overnight delivery service—options that are not just costly and time-consuming, but difficult to secure, manage, and audit.
Two-thirds of CIOs today are deeply invested in the potential of mobility and cloud computing and most are working to establish IT’s credentials as a business game changer.
Automatically save completed documents to OneDrive for Business or SharePoint

The joint solution lets users control and monitor business-critical transactions and documents through the familiar and trusted Office interface; create workflows that guarantee the proper people approve of and sign off on all transactions; and capture a detailed, robust, tamper-proof audit trail of all interactions with the document for security and compliance purposes.

Built on Security

Both Microsoft and DocuSign historically offer 99.99% uptime with data security at the core of their work, reinforcing the strength of this joint solution without compromising the convenience of a productivity suite that includes DTM functionality.

Critically, DocuSign uses full encryption to protect documents both as they enter and exit DocuSign’s systems and as they’re transmitted within the DocuSign environment. “We use more extensive internal encryption for storage and transmission than many large banks do,” says Tom Brandl, DocuSign’s senior director of security operations. “We also encourage regular customer security assessments.”

In addition, DocuSign constantly vets its security against global standards. It is the only eSignature provider to be both ISO 27001 and SSAE 16 certified and tested internationally across the entire company, including back-office and data center systems and facilities. DocuSign is certified PCI DSS 2.0 compliant, certified by TRUSTe, and compliant with U.S. and European data protection and privacy laws. DocuSign is also a founding board member and proponent of the xDTM Standard, a new global standard that raises the bar on how digital transactions are conducted (see sidebar).

THE xDTM STANDARD: EMPOWERING SECURE GLOBAL TRANSACTIONS

Industry, security, and policy thought leaders worldwide have developed a new global standard to ensure the safety and accessibility of cloud-based digital transactions.

Built on the cornerstones of “trust” and “connection,” the xDTM Standard provides benchmarks for key requirements including:

✓ Security
✓ Privacy
✓ Compliance
✓ Enforceability
✓ Availability
✓ Openness
✓ Scalability
✓ Universality

In addition to the chief information security officers from DocuSign and Microsoft, the Board of Governors for the xDTM Standard includes representatives from Visa, FedEx, the United States Postal Service, NBCUniversal, Brown-Forman, and other leading organizations.
Data center and network access are strictly controlled, with customer application and services access given only to essential personnel and protected by multifactor authentication and surveillance to safeguard confidentiality. Most operations are automated to minimize human error and reduce vulnerability to attacks.

**THE 100% DIGITAL OFFICE: NO LONGER A DREAM**

Faxes, couriers, and overnight delivery services are no longer fast or secure enough to serve today’s nimble, agile organizations. Employees must be able to generate, edit, execute, and manage transactions rapidly at any time, from any place. Only a truly end-to-end DTM solution can speed transactions through the approval and signing process while minimizing the risk of missing a vital step, falling out of compliance with industry regulations, or losing control of sensitive information.

Embedding secure eSignature and DTM functionality in productivity applications employees use daily enhances, optimizes, and enables faster, more trustworthy digital transactions. The joint DocuSign/Office 365 solution delivers greater security, more efficient business processes, faster decisions, and shorter time to value—so the digital enterprise can generate greater ROI, provide better customer experiences, and grow its business.

For further information, please visit: [www.docusign.com/solutions/microsoft](http://www.docusign.com/solutions/microsoft) and [www.office365.com](http://www.office365.com)

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**THE RISE OF DTM**

Aragon Research predicts that the DTM market will explode from roughly $700 million today to $30 billion by YE 2020. In fact, Aragon estimates that 70% of large enterprises will have a DTM initiative underway or fully implemented by YE 2016, and that in the key financial services vertical, 90% of leading providers will offer DTM to consumers and business customers by YE 2017. Moreover, with the growing use of tablets and touchscreen computers in the enterprise, Forrester says that eSignatures in particular are becoming simpler, more accessible, and cheaper, and thus even more appealing to companies looking to reduce transaction costs and close business faster.

Only a truly end-to-end DTM solution can speed transactions through the approval and signing process while minimizing the risk of missing a vital step, falling out of compliance with industry regulations, or losing control of sensitive information.

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1. IDGE “Consumerization of IT Study 2014.”
2. Ibid.
3. Ibid.
4. Ibid.
9. Ibid.