

# University of Michigan: Going Paperless to Focus on Strategic Initiatives



## The Challenge

The University of Michigan faculty and staff were spending too much time on tedious, repetitive paperwork. It was taking staff up to several weeks to complete a single signature workflow due to their manual, paper-based processes for creating forms, sending documents out for signature, collecting signatures, and tracking completion status along the way. Beyond the cumbersome and time-consuming nature of this process, they often received documents back with missing fields or inaccurate data, which slowed down the process even further.

The University of Michigan needed to quicken their signature cycles, easily track document activity, reduce costs of printing and shipping paperwork, and keep all data securely stored in the cloud. The university also wanted to include single sign-on (SSO) functionality for their faculty and staff.

## signNow by airSlate Solution

With signNow, university faculty and staff can streamline document processes – from student applications to financial aid forms to new employee onboarding.

### Easily digitize documents and create reusable templates

signNow delivers an intuitive user interface that makes it easy to drag and drop various fillable fields into forms and agreements; collect the information needed such as date, initials, checkboxes, drop downs, signatures, and more. Save time by transforming frequently used documents into reusable templates and sharing these amongst team members inside signNow's dashboard.

### Reduce document errors

signNow helps to improve document accuracy. Fillable fields can be set as required and with conditional logic to ensure the information gathered is collected in the proper format. This makes the signing process easy with automated signing guidance that guides signers through the document, provides information on the type of information to input and the format, and ensures all required fields are completed before finishing the document.

### Easily sign documents anytime, anywhere

signNow helps to avoid slowdowns by allowing signers to sign forms anytime, anywhere, even on-the-go with the signNow iOS or Android applications. Allow faculty, staff, students, and guardians to sign applications and forms quickly and easily using their smartphone, even while offline.

### Feel confident data is secure

signNow delivers industry leading security and compliance features and functionality. Data that is sent and received via signNow is encrypted with the SSL 256-bit encryption at all times – even at rest. Further, all documents are stored on SOC 2 compliant servers. Important certifications include PCI DSS, 21 CFR Part 11, CCPA, GDPR, and more.

## About the University of Michigan



The University of Michigan is a public research university located in Ann Arbor, Michigan and was founded in 1817.

This top-ranked public university is known for its excellence in research, learning and teaching, sports, and the arts.

There are more than 48,000 students enrolled across their undergraduate programs, graduate schools, online programs, and global universities.

The University's IT department integrated signNow's private cloud with SSO functionality and provided eSignature workflows for employees across the board.



## Results & Benefits

By streamlining their paperwork with digital documents and eSignatures, staff and faculty can now quickly and securely edit and send custom branded digital documents for legally-binding eSignature via desktop or mobile device. With signNow, staff can easily turn forms they use every day into reusable templates allowing them to optimize and scale their signing workflows across campus. Ultimately, signNow has empowered employees to **reduce document turnaround times from weeks to days**.

In addition to faster turnaround times, faculty and staff have **reduced document errors and missing fields**, which often led to missed deadlines before. Users can:

- Drag and drop fillable fields with field tags to ensure the signer knows what type of information to include, such as text, signature, initials, etc.
- Set conditional fields to ensure data is collected in the proper format, such as 5-digit zip code, date, or 7-digit phone number.
- Make fields required so no field goes missed by signers.
- Track signing status in real-time inside their signNow Dashboard.

Beyond saving costs with streamlined processes and reduced supply costs, signNow has helped the university support more secure and compliant signature workflows. The university leverages features such as password-protection, signer authentication, and FERPA and HIPAA compliance capabilities. Not only has the university gone paperless, but **they have eliminated the risk of physical paperwork storage by securely storing all digital documents on university servers**. Furthermore, each completed document also contains a court-admissible Audit Trail which provides details on all changes made to the document – including IP address, date, timestamp, and more.

By implementing signNow's eSignature solution, staff and faculty are **able to dedicate more time towards strategic initiatives and their students**. The University of Michigan and other signNow clients experience:

- 80% of documents completed in just one day
- 25x faster document turnaround times
- 127% customer satisfaction score improvement
- 7x ROI in the first year

## About signNow by airSlate

airSlate offers a portfolio of no-code solutions to digitally transform fundamental business processes that are at the heart of business-critical functions. Simplifying business activities like employee onboarding, sales processes, or insurance claims with airSlate's no-code solutions empowers individuals, teams, and organizations with intelligent automation and digitization. We believe setting up business processes shouldn't be expensive or difficult.

signNow is an award-winning eSignature solution designed to simplify the signing and managing of documents online. More than 28 million people are already using signNow to speed up document flows and reduce paperwork. signNow regularly wins awards for its ease of use, quick setup, and intuitive interface.

**signNow**  
by airSlate