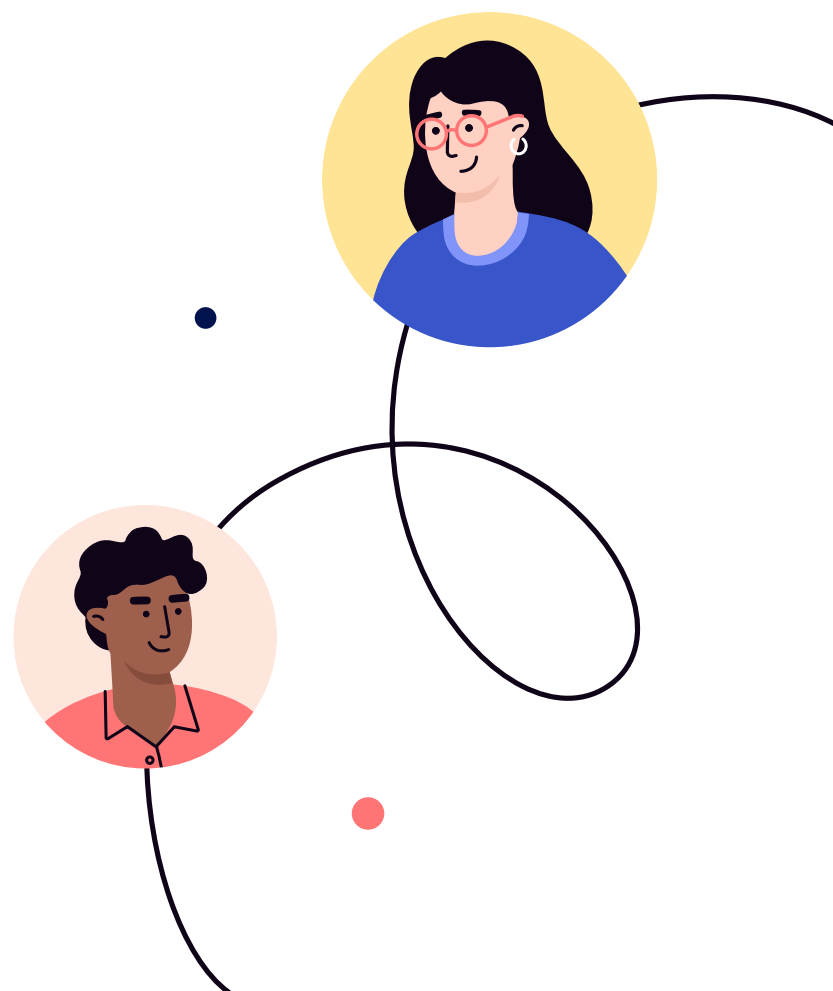# signNow

Zero-delay eSigning in civil engineering: signNow at DRMP

Situation before signNow:

- **DocuSign was used in external correspondence,** but its use was limited to several accounts only, primarily because the local department of transportation insisted on the software vendor already known for them.

- **All internal paperwork remained to be pen-and-paper,** thus being prone to all the standard problems of traditional document circulation — delays, lost documents, missing pages, missing signatures, missed deadlines, etc.

> "In some cases it could literally take weeks, and you would not really know where the document is unless you followed up via phone, tracked it down and pinged people with reminders," **explains Chris**.

Thus, DRMP started considering eSignature solution options, then available at the market, and did several demos with the most popular players at the eSignature market. Docusign was found to be not the best fit for internal use, primarily because high number of internal documents in circulation across offices and departments would surely lead to an exorbitant end cost.

DRMP

Customer profile

Chris Cantrell, Vice President of Information Systems

DRMP, a multi-discipline civil engineering company, with offices and presence mainly in the Southeast United States. Key areas of expertise: civil engineering; GIS; structural engineering; construction services; transportation; stormwater management; land development.

35 signNow accounts in the office.

Introducing signNow on campus:

Unlike many other companies and organizations, DRMP chose to implement internal eSigning not gradually, educating one department after another, but almost simultaneously, starting with a team of eSigning pioneers:

"We had a project manager responsible for signNow's introduction in the office put together several demos to gather support from the administrative assistants, those in the Accounts Payable and HR departments. Creating this small group of internal champions really helped us to show value to all other members of the team. Now each team has its own signNow expert, and when a new member comes on board, they always have somebody who can quickly bring them up to speed on how we use signNow," **elaborates Chris.**

Benefits DRMP gets from signNow:

As of today, almost every department at DRMP has someone with a signNow account, usually this would be the administrative assistant. More seats in signNow are also taken by other staff members — on the IS team, HR, Marketing and Accounts Payable.

In the interview, Chris mentioned the following benefits from using signNow:

- signNow **mobile app** has been especially appreciated by executives and staff who are working remotely and who travel a lot. Now people do not have to return to their physical office simply to sign a bunch of paper documents — they get instant notifications and can eSign on their iOS/Android devices

- digitizing and automating the internal **invoicing process** for Accounts Payable

- completely **eliminating the issues** of lost documents, skipped signatures and personal reminders (which can be now substituted by automated reminders, if needed)

- **reusable templates** for POs and routine purchases

- introduction of reusable **standardized forms for the HR** department.

"In hindsight, if we had not introduced internal eSigning three years ago, we would have been in big trouble when the pandemic hit. With signNow, we could safely send everyone home while confident our document routing and approvals did not skip a beat! signNow is a huge help for us, now we are able to turn things around a lot faster."