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How Five Small Businesses Are Leveraging DocuSign To Accelerate Growth

Lean operations and delightful customer experiences are at the center of every successful small business. With limited time and resources, customers adopt DocuSign eSignature to improve the speed of doing business, build trust with customers, and improve operational efficiency. These stories highlight how a few customers are using DocuSign to build and run a successful business they are proud of. Stay tuned for a look inside how these businesses have thrived in the digital age with DocuSign - and how yours can too.



GarageHop provides a technology platform to connect owners of empty parking spaces with customers in need of a long-term parking spot.

DocuSign eSignature helps owners and parking customers sign a lease agreement. As an early-stage startup, GarageHop has improved customer acquisition and retention by working with DocuSign's trusted brand.

Top Use Case: *Property lease agreements*

"At GarageHop we strive to deliver efficient parking management for apartment buildings," says Helene Costa, CEO and Founder. "As a startup we must build trust to convince customers to try something new. To us DocuSign is more than just the best way to handle legal agreements, DocuSign is our partner in building trust with our customers."

Kasa Solutions is a practice management software that enables mental health professionals to manage their private practice by providing credential, billing, and design services. One of Kasa Solution's core beliefs is that mental health professionals should be focused on serving their clients, so they are focused on creating an onboarding experience that eliminates time-intensive administrative paper processes.

By incorporating DocuSign eSignature into the customer onboarding process, Kasa reduced its new customer onboarding time by over 50%. Instead of printing, signing, and faxing paper agreements, patients and therapists can simply sign electronically. Kasa boasts a five-star rating on Capterra, partly due to their customer centric philosophy enabled by DocuSign.

Top Use Case: *New customer contracts*

"I had a new customer comment on how impressed they were that we use DocuSign," recalls Ben Fuehrer, Account Executive. "Being in the technology space, it gives us credibility to use technology to do something simple like signing a contract agreement."

Collective Retreats enables travelers to explore and stay in nature without sacrificing any luxuries. With teams, customers, and partners who are often working in remote locations with spotty internet access, Collective Retreats needed a technology platform that enabled the completion of business contracts regardless of location. DocuSign eSignature serves as an on-the-go solution that helps Collective Retreats seamlessly complete agreements with customers and partners in a matter of hours, driving not only operational efficiency but also a superior customer experience, even in remote locations.

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Top Use Case: *On-site supplier agreements*

"DocuSign is absolutely the most useful digital business efficiency platform we have at Collective Retreats," says Peter Mack, CEO and Founder. "We're unique in that we often require 100% business capacity from very remote locations: in a tent on the top of a mountain, from a helicopter, on horseback, or even in the middle of the woods on cross country skis. We use DocuSign for everything from corporate documents, customer and partner agreements, to internal team workflows and approvals. The iOS and mobile functionality of being able to take file formats of any type from the cloud or email, or even from scratch, seamlessly get them into DocuSign, and coordinate multiple people signing in complex order is amazing. DocuSign is a critical part of our business. As CEO and founder, I utilize it every day, multiple times a day. I only wish all of our other software and mobile platforms were as powerful, efficient, and helpful as DocuSign."

Chanje is an OEM delivering electric vehicles and turnkey energy infrastructure services for the last mile industry and creating sustainable solutions that improve how companies move people and packages from transportation hubs to their final destinations. Serving people all across the globe, Chanje's customers often span multiple countries.

People are at the core of Chanje's business, and DocuSign eSignature improved the speed and cost of getting new hire paperwork signed by 80%. Since Chanje works with customers both domestic and abroad, paperwork that once took days or weeks to complete now takes minutes or hours. In one example, HR & Operations Manager Winter Morvant was able to get signatures from 6 different people, in 3 different countries, in a span of 24 hours.

Top Use Case: *New hire onboarding paperwork*

"As a startup in growth mode, being able to move fast and remain organized is of key importance for us, " says Morvant. "DocuSign provides us with a service that is efficient, intuitive, easy to use for all parties and secure."

Finish Line Features produces award-winning documentary films, including *Code: Debugging the Gender Gap*, *Running for Jim*, and *Bias*. To collaborate with partners and market the film, Robin Hauser, Director / Producer of Finish Line Features, spends a lot of time on the road and is often given short turnaround times to execute on agreements in the midst of many other tasks.

DocuSign's mobile app enables Hauser to sign investor agreements 75% faster - reducing turnaround time, improving productivity, and solving business needs on-the-go.

Top Use Case: *Investor relations*

"A corporate sponsor told me they would financially support my film project, *Bias*, if I could sign an agreement that day by 5PM, " recalls Hauser. "I was in Park City at Sundance in a huge snowstorm and the Wi-Fi was down. I was snowed in so I couldn't drive anywhere to find Wi-Fi. I used my DocuSign mobile app to sign the agreement and execute the transaction from my phone. It took less than 5 minutes. How awesome is that?!"

Contact [Brett Sutch](#) or visit www.docusign.com/iiaba for more information on how your Big "I" membership can save you 20% on DocuSign annual plans (new clients only).