

FUJIFILM Business Innovation Australia enables smarter electronic supplier contracting with DocuSign

Efficient and cost-effective contracting is key to the supply chain which underpins FUJIFILM Business Innovation Australia's business. With more than 1,500 active suppliers across Australia, FUJIFILM Business Innovation delivers enterprise workflow and business process automation solutions to help organisations innovate the way they work.

To keep up with customer growth and delivery of overall customer solutions, FUJIFILM Business Innovation Australia adds 100 to 150 qualified suppliers to its books every year. From assessing and onboarding suppliers to dealing with compliance and execution of contracts, everything was done manually.

As the number of suppliers increased FUJIFILM Business Innovation Australia's manual, paper-based approach to managing supplier documents, it led to challenges in maintaining time-consuming, repetitive processes. The procurement team needed a way to increase speed and accuracy throughout the contract management process.

Efficiently replacing paper

Prior to working with DocuSign, FUJIFILM Business Innovation Australia relied on paper-driven processes to onboard vendors and manage supplier relationships. The procurement team was constrained by having to print, sign, scan and manually send contracts. This was cumbersome for everyone involved and resulted in unnecessary delays.

"It was difficult to track what stage contracts or other ordering documents were up to in the signing process for both parties, especially when agreement documents rely on physical signatures from authorised representatives who also need to be consulted and informed for each signing event," said Marcus Bracken, Head of Procurement for FUJIFILM Business Innovation Australia. "Anything supplier-facing needs to be simple, with all necessary documents to allow informed and fast execution to complete, so we can begin delivering value as soon as possible."

Given FUJIFILM Business Innovation Australia's large number of suppliers, the cost and time required to print contracts, track signatures, and send reminders was a burden not only on staff but on the environment too. After execution, the documents were re-scanned to provide an electronic copy. The paper copies were then archived into physical storage creating another expense item for the business, not to mention the physical usage of thousands of prints on paper each year.

FUJIFILM Business Innovation Australia needed a solution that would provide complete visibility into the contract management process.

Results

Before DocuSign

Paper-based processes were inflexible, causing delays internally as well as on the supplier side

Procurement team was spending unproductive time and money on paper contracts

Procurement team did not have visibility into the signing process

After DocuSign

DocuSign empowers FUJIFILM Business Innovation Australia to onboard new suppliers more seamlessly. Contracts and agreements can be signed from anywhere, anytime by appropriate authenticated representatives

DocuSign provides flexibility for edits and signatures in real-time, so FUJIFILM Business Innovation Australia can alleviate paperwork friction

FUJIFILM Business Innovation Australia saves 3,000 hours a year on managing contracts which can be redeployed into higher priority business initiatives

100% reduction in printing costs and physical archiving

Turnaround time for signing contracts reduced from days to hours. Approximately 60% of DocuSign transactions in FUJIFILM Business Innovation Australia take less than 60 minutes for completion

DocuSign's eSignature enables the procurement team to see exactly where each document is in the signing process

A smarter, faster contracting process

By implementing DocuSign eSignature with PowerForms, FUJIFILM Business Innovation Australia's procurement team has streamlined document execution for master services agreements, statements of work, ordering documents and supplier onboarding forms. The use case was extended to payment approval forms as well given the efficiency of such processes.

Take contract creation and dispatch, for example. With DocuSign, contracts are dispatched and completed from mobile devices, so requesters and approvers can confirm changes on the spot. Similarly, suppliers often require edits to their contracts during the procurement process. This requires FUJIFILM Business Innovation Australia to have the right technology to work efficiently.

DocuSign's eSignature empowers FUJIFILM Business Innovation Australia's procurement team to deal with suppliers in an agile way. The team has visibility into where each document is in the signing process, and which individuals are yet to sign. Unlike paper contracts, eSignature with PowerForms makes it easy for suppliers to include all mandatory information for a one-time document transaction. When completing a form on FUJIFILM Business Innovation Australia's supplier portal, eSignature requires the supplier to input their response against each field before they can move onto the next. This reduces time and hassle previously spent following-up incomplete contracts.

"One of the success factors for the procurement team is our ability to work seamlessly with suppliers. DocuSign's eSignature technology enables the team to work far more quickly, so that time that was previously spent on creating and chasing manual contracts or other forms, is now used to build better relationships with suppliers," said Bracken.

Keeping business digital with DocuSign

In addition to managing documents with external suppliers, FUJIFILM Business Innovation Australia's procurement team has introduced other business functions to use DocuSign for internal processes. These include employee contracts for HR onboarding as well as personal expense claims, payments for low value, one-off transactions and internal requisitions for capital expenditure.

Based on the success with suppliers and staff, FUJIFILM Business Innovation Australia is continually finding new ways to use DocuSign. As a next step, FUJIFILM Business Innovation Australia's sales team is looking to implement the DocuSign Agreement Cloud for Sales to enhance its sales contracting process with customers. Internally, the solution has been adopted to great success within other departments that have a heavy reliance on paper workflow such as Finance, HR and Legal teams.

"The feedback from staff has been fantastic. DocuSign was easy and quick to set-up. There was no cumbersome process required to get up and running, and the training provided for additional features is online and self-explanatory."

Marcus Bracken
Head of Procurement,
FUJIFILM Business Innovation Australia

For more information

FUJIFILM Business Innovation Australia will be renamed on 1st April 2021 to FUJIFILM Business Innovation Australia Pty Ltd.

Please contact us at <https://www.fujixerox.com.au/en/solution-contact> or give us a call at **13 14 12**

FUJIFILM Business Innovation Australia Pty Limited

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Value from Innovation