



Pega & DocuSign Technology Partnership FAQ

January 2016

Pegasystems and DocuSign have announced that the companies have signed a formal technology partnership agreement. This document is meant to explain the purpose of the partnership and answer questions.

Q: Who is DocuSign®?

DocuSign is the world leader in digital transaction management. DocuSign is the fastest, most secure way to make every approval and agreement digital.

The most well recognized feature of DTM is the **eSignature**. The ability to prepare, send, sign, and manage documents digitally is what delivers value to customers. Electronic signatures are valid and legally binding around the world.

Customers choose DocuSign because it:

1. Works with applications, services, and devices they already use
2. Is simple to use, implement, and manage, driving immediate user adoption
3. Is the most reliable and globally-trusted service for digital transactions

Their platform helps companies keep processes 100% digital from start to finish to accelerate transactions, reduce costs, and delight customers.

Q: What are the main customer benefits of using DocuSign?

DocuSign customers benefit from going digital in three primary ways:

1. **Immediate ROI** – Customers derive immediate ROI in the form of reduced costs, increased productivity, and increased revenue. DocuSign can enable higher application and close rates. Because the process is automated, staff time is freed up from focusing on paper work and redirected towards more value add tasks. And companies can remove paper plus all the associated costs (printing, faxing, overnighting, etc.)
2. **Improved Customer Experience** – DocuSign is easy to implement and a great user experience from the very first time. Customers see dramatic improvements in NPS after implementing DocuSign.
3. **Increased Security and Compliance** – Customers choose DocuSign because they provide bank grade security and carrier grade availability – so they are always on and always secure. DocuSign also provides a complete digital audit trail so customers know who did what where for each transaction.



Q: Why is Pega choosing to partner with DocuSign?

DocuSign's mission to make every customer interaction completely digital is highly complementary to Pega's digital transformation and ONE digital journey messages. DocuSign's eSignature is the de-facto industry standard for digital signature processing. eSignature has numerous applications across Pega's key industries, especially Insurance, Financial Services, Healthcare, and Communications & Media.

Q: What is the nature of the partnership? What are the companies doing together?

Pega and DocuSign have agreed to work together to integrate our product offerings and participate in joint marketing activities. We will issue a joint press release in Q1 2016 and work together to produce sales tools including a demo, white papers, case studies, web site content and more.

Q: What will the integrated products do?

By integrating our product offerings, Pega and DocuSign:

- Enable digital signing of documents from any Pega application
- Enable Pega 7 to generate signing requests via DocuSign API
- Allow Pega 7 to be aware that a document has been viewed as well as electronically signed
- Enable viewing of signed documents and the associated certificate of completion attached to the originating entity as a PDF within the Pega application
- Introduce a new Smart Shape making it easy to incorporate eSignatures into Pega 7 flows

Q: When is the integration available?

The DocuSign Connector and Service is available now.

Q: What does a customer need to buy? Who sells it?

- DocuSign sells eSignature and other digital transaction management solutions.
- Pega sells Pega 7 and Pega strategic applications.
- Pega sells the DocuSign Connector and Service for Pega 7 as a separate line item.

Q: Does this work on premises, or only in the cloud?

The Pega portion works both on-premises or in the cloud. While DocuSign is primarily a SaaS model, they do have alternatives for customers who require on-premises solutions.