



eBook

Why Choose DocuSign CLM

Smarter contract lifecycle
management starts here

Contract lifecycle management (CLM) is the digitized, automated backbone for organizing contracts at scale across their entire journey, from creation and negotiation to execution and post-signature insight. But not all CLM solutions are equal. When selecting a technology solution, it's important to make a strategic investment that supports both today's infrastructure and tomorrow's growth.

That's why leading organizations are shifting toward Intelligent Agreement Management (IAM), an AI, data-driven contract management approach that turns agreements from static, isolated documents into strategic assets that generate value.

As the most advanced application built on the AI-powered Docusign IAM platform, Docusign CLM is purpose-built to serve enterprises and large businesses with high contract volume, complex workflows, and potential risk exposure—especially in B2B agreements typically found within sales, procurement workflows, legal and legal ops.

Docusign CLM not only automates and orchestrates the full contract lifecycle—thereby accelerating contract workflows—it creates alignment across every department and harnesses the power of AI to extract value from every agreement, without relying on bolt-on tools or disruptive platform switches.

In this ebook, you'll learn what truly sets Docusign CLM apart from other CLM solutions, especially in the areas that matter most to enterprises:

- Contract management, reimagined as part of a smarter platform
- Enterprise-grade security trusted by the world's leading companies
- Seamless integrations, powered by a thriving partner ecosystem
- AI built for the entire agreement lifecycle
- Global services and support ecosystem

DocuSign CLM: Leadership and Impact

DocuSign has been recognized as a Leader in the **Gartner® Magic Quadrant™ for CLM for six years in a row**, named a **Leader in the IDC MarketScape: Worldwide AI-Enabled Buy-Side Contract Lifecycle Management Applications 2025 Vendor Assessment**, and named **America's most trustworthy software company by Newsweek in 2024 and 2025**.

Gartner  **Newsweek**

"What used to take days and lots of emails now happens in minutes. And CLM reminds people when their contracts are about to expire so we can proactively negotiate and maximize our margins."

Dundi Thompson

Project Manager in Legal Operations, Flowserve

Businesses that trust DocuSign CLM





Contract management, reimagined as part of a smarter platform

Are your teams struggling to keep up as contract volumes grow? Can they find the right version quickly—and without stress? When agreement workflows span across an enterprise’s departments, outdated processes and disconnected systems create delays, increase risk, and make it harder to scale. What’s more, as the organization grows, the number of review requests quickly increases, along with the pressure to improve speed without adding headcount.

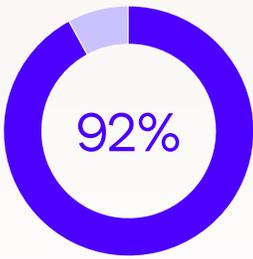
To move forward, modern enterprises need an agreement solution that works across every team, every use case, and every system in their tech stack. Along with enterprise efficiency, the right platform should also help teams be proactive in making smarter decisions, adhering to compliance, and getting more value from every agreement.

Why Docusign leads

Docusign CLM, an enterprise application on the IAM platform, provides end-to-end agreement management to meet the specific needs of teams across your organization.

With prebuilt templates, dynamic clause libraries, and hundreds of workflow steps in a “clicks not code” drag-and-drop experience, Docusign CLM empowers teams to self-serve and quickly generate contracts that align with business policies—reducing contract generation from days to minutes and driving consistency. The intuitive interface and guided training make it easy for even nontechnical users to adopt quickly, minimizing the burden on IT and enabling adoption across departments.

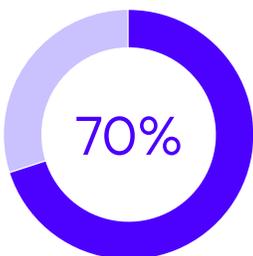
Docusign CLM works for internal and external collaborators alike, with real-time coordination like redlining and automated notifications all done through a central location. Every edit and comment is captured in a centralized hub, so teams are always working from a single source of truth. There’s no confusion over which version is most current.



faster agreement completion, from ~14 days to 1.1 days
AAA Washington

44%

Decrease in agreement processing time
T-Mobile Wholesale



faster agreement processing
Insperty

“I’m no longer getting any phone calls saying, ‘Where’s our contract?’ That says it all to me.”

Wendy Rocco

Head of Contract Operations, Cox Automotive

What you can expect

- Faster execution with flexible signing workflows like mobile access, options for signer authentication, and the ability to delegate signers
- Automated workflows to streamline approvals, routing, and escalations
- Standardized agreement creation with reusable templates and clause bundles for faster, more consistent contract generation across teams
- Centralized AI-powered contract repository, allowing teams to manage upcoming deadlines and deliverables proactively and easily search for key language and terms

Up to
50%
Contract cycle reduction
with DocuSign CLM
Human-I-T

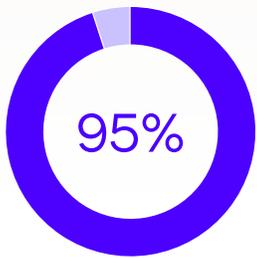
What it means for your business

Legal, sales, and procurement teams spend less time chasing paperwork and more time driving results. Agreements are created, finalized and signed with speed so that revenue flows faster and time to value is accelerated, while contract-specific intelligence delivers greater accuracy, straightforward compliance, and lower risk.



Enterprise-grade security trusted by the world's leading companies

In a landscape of rising cybersecurity threats and regulatory complexity, contract security is a business imperative. The cost of downtime, breaches, or noncompliance can equal millions in financial losses and irreversible brand damage. Enterprises, especially those in regulated industries, require a CLM that prioritizes security, compliance, and availability at scale.



of the Fortune 500 are
Docusign customers

Why Docusign leads

With more than 20 years of serving the world's largest brands, Docusign CLM leads the industry in trust and reliability, with enterprise-grade security and compliance, granular user permissions and protections, encrypted audit trails and audit-ready compliance, and robust data privacy controls. Docusign is also the only CLM provider awarded FedRAMP Agency authorization. Along with other global and sector-specific standards (DoD IL4, SOC 2, ISO 27001), Docusign CLM's high security standards ensure readiness wherever your enterprise gets work done.

What you can expect

- Legally enforceable, encrypted signatures with automated recordkeeping
- Real-time insights to detect suspicious activity and support policy adherence
- End-to-end protection and compliance built into every agreement workflow

What it means for your business

With Docusign CLM, your teams operate with clarity and control, knowing every agreement is trackable and court-admissible. You minimize legal and reputational risk while enabling business to move forward securely.

Real-world wins from an integrated tech stack:

40%

Flowserve

automated its full agreement lifecycle with Docusign to accelerate legal review by 40%

Integration: Salesforce



90%

Vestwell

Completed contracts 90% faster, saving 200 hours of manual labor each month

Integrations: Salesforce, Ordway Labs, Stripe

Seamless integrations, powered by a thriving partner ecosystem

Disconnected systems create unnecessary friction across departments. Whether it's legal, sales, or procurement, teams lose time switching between platforms, re-entering data, and chasing down updates. Inefficiency slows down agreements, introduces the opportunity for errors, and blocks visibility across the organization.

Why Docusign leads

Docusign CLM breaks down data silos by unifying your agreement workflows across the enterprise, ensuring your teams stay in sync throughout the full contract lifecycle. Stakeholders can stay aligned in real time using built-in Slack and SharePoint integrations, while a robust API and thriving partner ecosystem let businesses extend, customize, and integrate with confidence. Docusign CLM has pre-built integrations with the most common systems of record for contract processes, so teams can stay in the systems where they do the most work.

What you can expect

- Seamless contract creation, management, and tracking directly within the platforms you use most. For example:
 - Effortless integration with source-to-pay systems for streamlined procurement and payment processes
 - Create, manage, and track sales contracts directly inside your CRM platform
- Custom connections to proprietary systems or specialized workflows that further facilitate data sharing
- Dynamic data capture and content population into agreements, for signature-ready contracts
- A centralized dashboard providing a unified view of all tasks across the agreement process

What it means for your business

Teams stay productive inside the tools they already use and eliminate toggling, duplicate or manual data entry and delays. The results? Faster agreements, fewer errors, greater agility, and more value from your existing tech stack.



65%

Hospital Albert Einstein

achieved a 65% improvement in processing times

Integration: SAP ERP



AI built for the entire agreement lifecycle

Over 120

AI key term extractions to analyze and report on key contract data

Contracting teams use AI to reduce review time, locate important clauses faster, and stay aligned with internal standards. With time freed up, teams have more capacity for strategic work.

Immediate

notification of high-risk clauses with Docusign Iris
Avis Budget Group

Unlike general-purpose AI tools, which may miss nuance or require extensive training, agreement-specific models are built to understand contract language from day one. That means faster clause comparisons, automated and centralized redlining against corporate playbooks, and intelligent suggestions that help teams move through review and negotiation with greater speed and confidence.

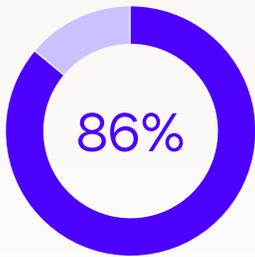
Why Docusign leads

At the heart of Docusign CLM intelligence is Docusign Iris, a proprietary and purpose-built AI engine designed specifically for agreements. Trained on decades of contract data, Iris doesn't apply one-size-fits-all logic. Instead, it selects the best AI models based on contract type and business needs, delivering precision and relevance.

With a trust-first approach, all data processed by Iris is encrypted, anonymized, and consent-based to help support compliance. With Iris, AI-powered features throughout the agreement lifecycle deliver automation and actionable insights that drive agreements and businesses forward.

“The analysis that Docusign provides extends well beyond the tactical. **Now we can surface early trends and risks to inform our internal business partners** and influence strategic industry decisions.”

Jeff Lokey
Vice President, Legal, Infoblox



Improvement by **NCR**
in contract turnaround
times with AI-driven insights

What you can expect

- Enhanced search for documents and key terms
- Precise clause extraction and risk flagging tailored to your processes
- Faster negotiations with automated risk analysis
- Proactive tracking of obligations to manage deadlines effectively

What it means for your business

Docusign Iris enables you to create agreements faster, commit with greater confidence, and manage for maximum business impact. By flagging contract risks, accelerating reviews, and uncovering key insights throughout the agreement lifecycle, Iris helps teams make smarter decisions, reduce exposure, and capture more value from every contract.



Services and support ecosystem

Docusign global coverage:

1,000+

Agreement experts

2,000

CLM implementations

133,000

Unique agreement projects

40+

Certified partners

When done right, contract lifecycle management is a strategic capability that touches people, processes, and systems across the business.

Without the right support, however, even the best CLM tools can fail to be universally adopted and optimized or fall behind changing business needs. That's why a built-in infrastructure of cross-the-board services and expert support is critical.

Why Docusign leads

Docusign's support ecosystem guides every stage of the CLM journey from implementation to optimization. Docusign has completed over 2000 CLM implementations using a proven deployment framework trusted across industries. Our comprehensive adoption model includes onboarding, training, and ongoing enablement to help teams succeed long after go-live. And if you need help, partnership comes with access to a global team of 1,000+ agreement experts and 40+ certified partners who bring deep expertise in industry-specific workflows and tools.

What you can expect

- A laser focus on your long-term success
- A dedicated project manager and structured playbook to accelerate onboarding
- Strategic KPI planning from the start to clearly define goals and success metrics
- Training sessions to build adoption across departments, including legal, sales, procurement, and IT
- Ongoing optimization through regular roadmap reviews and best-practice consultations
- Scalable support backed by global SLAs and direct access to agreement experts

What it means for your business

With shorter implementation and earlier user adoption, your team can realize value faster. Ongoing support, consistent training, and enablement help maintain momentum and prevent process drift as your organization scales. Over time, strategic insights and continuous optimization reveal new opportunities to improve efficiency and maximize business impact.



DocuSign CLM vs. Typical CLM

Real-world results from
DocuSign CLM clients:

100%

adoption at **Cimplifi**

75%

boost in operational
efficiency in the first four
weeks at **Metro Credit Union**

>\$704k

cost savings at **Cleveland
Metropolitan School District**

Aspect	Typical CLM	DocuSign CLM
Use Cases	Rigid, limited to specific use cases	Built for inter-departmental end-to-end agreement use cases across key departments
Configuration	Code-heavy / IT-dependent	Zero-code / user-friendly
Scalability	Limited localization and governance controls	Global, multi-language
Clause management	Fragmented, error-prone	Centralized, consistent
AI	Basic document analysis may be limited to metadata extraction or OCR	Purpose-built AI for agreements, surfacing risks, summarizing terms, and accelerating document workflows across functions, industries, and geographies
Trust	Many lack robust, tamper-proof audit trails	Proven security, audit trails, and built-in compliance aligned to global standards
Time-to-value	Long deployment, complex onboarding; can take up to a year	Rapid implementation, prebuilt templates, expert services; can be up and running in months
Integration	Little to limited integrations	Native integrations with leading platforms like Salesforce, SAP, Workday, Coupa, Microsoft

One platform. Every agreement. Endless scale.

Enterprise agreement needs vary by department, function, and geography. From sales contracts to NDAs to global MSAs, every department works with different contract types, terms, and workflows. Enterprises need a contract lifecycle management platform flexible enough to serve each use case, facilitate collaboration, and quickly scale—and the automation to reduce time, minimize risk, and unlock opportunities.

As a purpose-built, AI-powered enterprise solution, Docusign CLM supports diverse workflows across an organization and provides the intelligence for smarter contracting everywhere and every way that your business operates.

Discover how Docusign CLM goes further, works smarter to help you:

- Scale end-to-end contract management effortlessly across your organization
- Build trust with enterprise-grade security
- Maximize your tech stack ROI with seamless integrations
- Harness the power of purpose-built AI for agreements
- Build upon success from day one with an expert global services and support network

Learn more about **Docusign CLM**.

1.7 million

customers across
180 countries

**Over 44
languages**

Available for sending
and signing

50%

Reduction in total contract
completion time with
scalable workflows at

Unilever

**20-40 hours
weekly**

Saved through centralized
management for a social
media company's 200,000+
contracts



About DocuSign

DocuSign brings agreements to life. Over 1.7 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

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