



“As a forward-looking company, we have a tendency to be interested in future technology. Voice over IP is more efficient and cost-effective, and the feature set is much more extensive than anything you can get with a traditional phone system. Our Speakeasy service has been extremely reliable, so now we have the confidence to try things we wouldn’t even have dreamed of in the past.”

— Carey Fujii, Director of Operations, **DocuSign**

Headquartered in Seattle, DocuSign offers the nation’s leading electronic signature solution, a legally defensible means acknowledging agreements. Founded in 2003 as a shoestring start-up, the company now has thirty employees and expects to double in size by the end of 2007. DocuSign calls its phone system “the life blood of our business” and relies on Speakeasy Business VoIP for sales, technical support, and all internal communications.

	CHALLENGE	SOLUTION	RESULTS
DEPENDABILITY	With their previous Voice over IP provider, DocuSign experienced multiple outages of 4 or 6 hours and frequently had difficulty reaching a customer support representative. DocuSign chose Voice over IP in part for the advanced functionality.	Speakeasy offers robust service level agreements and 24-hour support, with dedicated business account management. DocuSign enjoys uninterrupted service and immediate response when they have questions.	Now that they can count on their basic phone service, DocuSign feels comfortable experimenting with advanced VoIP features , allowing their Speakeasy system to work harder for the company.
FEATURES	Unfortunately, their previous VoIP provider never even managed to get their call center routing tree set up properly.	Speakeasy provides the right application platform for the right results. DocuSign now enjoys trouble-free Call Center routing, and uses call forwarding to cell phones to keep tech support agents available when they’re on break or at lunch.	DocuSign continues to “play games” with their phone system, improving productivity and taking advantage of easy web-based management tools , such as outbound calling from our web application.
BUSINESS CONTINUITY	As a nationwide business heavily dependent on their phone system, DocuSign is concerned about business continuity in case of a disaster or other major service interruption.	Speakeasy hosts Business VoIP on a nationwide multi-redundant private fiber network. In case of line failure or disaster, callers to Speakeasy VoIP customers will never get a busy signal and voicemail will continue to operate. This is not the case with a premises-based PBX solution.	If service fails, DocuSign can call Speakeasy or log in to the web portal to forward calls to another location or to individual employees. If internet connectivity is available at an alternate location, complete service can be restored in hours , rather than the weeks it can take for PBX re-wiring.

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