



## “Why was I FedExing it?”: Saving hundreds of human hours for med tech professionals with the signNow eSignature solution

### Challenges before signNow

- **Delays and errors in paper-based workflows**

Collecting signatures via paper mail is always subject to multiple risks: papers forgotten to be mailed, mailed to the wrong address, left on the wrong table, signed in the wrong place, never sent back, only partially printed, etc. Digital eSigning eliminates these and many other risks of human error by default.

- **Extra hours spent on document preparation**

Imagine document editing, printing, placing sticky notes indicating where to sign, contacting the person, fetching documents... — office administrators spend hours of time on these small processes, even before receiving the first signature!

- **More delays due to the busy schedules of managers**

In any global company where managers travel a lot and meet customers, suppliers, and partners personally, an uninterrupted paper-based workflow would be impossible to maintain.

**“Managers are not in the office every day, they're traveling to different locations, they have busy schedules. Sometimes we were waiting an entire week to get a document back!”**

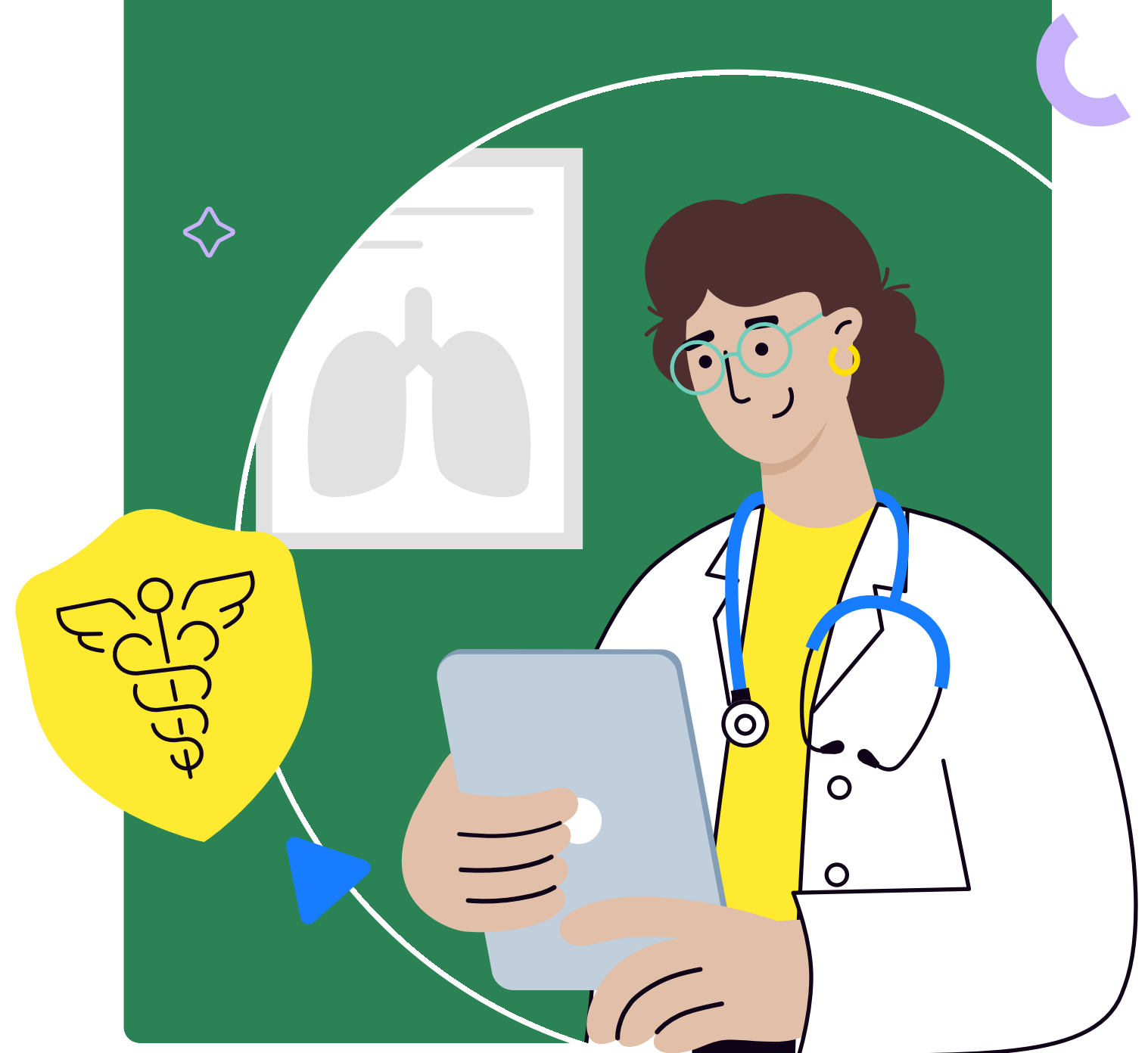
- **Lack of visibility and control into multi-signer document workflow**

Any type of document that needs to be signed off in med tech usually involves at least 4 or 5 signers. Using paper-based processes signing documents, it took Integra at least 4 business days to finalize every document. Control over correct signature placement was done manually. Reminders were a common practice across every office.



### Customer profile

- John Treder, IS Contracts and Software Assets Manager, Integra LifeSciences
- Headquartered in Princeton, New Jersey, Integra LifeSciences specializes in medical technology and offers its global network of customers a wide range of high-tech solutions for special surgery, wound repair, skin regeneration, and burn care.
- 100+ people at the Princeton headquarters are currently using signNow.
- The most common types of documents in circulation via signNow include contracts, non-disclosure agreements, statements of work, and project initiation forms with multiple signers in the same file.



# Switching to signNow

**“We tried both Adobe and DocuSign before switching to signNow. The key differentiating factor in this competition was the company’s response, actually. Features and functionality have only some slight differences. But the service and the response of the team were the factors that led us to the ultimate decision to choose signNow”.**

signNow solution engineers provided Integra with all the published documentation as well as video tutorials. Once all assistants and managers had their accounts activated, short training sessions were organized for all.

**“The training went great, and the feedback was great. We did not have any issues from a technical standpoint. Everybody thought it was very intuitive and that the interface was very user friendly”.**

## Results achieved with signNow



### **21 CFR Part 11 compliance**

The organizational settings and security features of signNow allow healthcare businesses such as Integra to manage documents in full accordance with FDA standards.



### **Multi-party role-based eSigning with signature tracking and automated reminders**

“Now we have the ability to take a document, upload it, set up the signing order, and then just hit “Send,” knowing it's going to get to the right person and route them. We also appreciate setting it up with reminders for the people who tend to miss things”



### **Document completion cycles shortened from four days to a few hours**

“Time saving is enormous. Each assistant in our office is preparing from 20 to 60 documents to be signed every month. Even if we save five minutes on each of these documents, we are talking hundreds of hours a year here!”



### **Mobile eSigning for people with busy schedules**

“I definitely know people in our company who really appreciate the fact that they don't have to come to the office just to sign one document. The flexibility of mobile eSigning from anywhere is really great!”

## Future plans

Satisfied with the results of their eSignature implementation project, Integra is planning to introduce signNow across other departments and locations around the world.

Integra LifeSciences’ Japanese office is now preparing to replace DocuSign with signNow for all its document workflows.

At the same time, the head office is preparing to embed signNow’s API into their Salesforce system.