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## 10 digital prescriptions for life sciences.

### How to accelerate your life sciences business with every agreement.

In life sciences, blockbuster products are few and far between. As a result, accelerating value, from R&D to commercialization, is critical to enhancing profits. One solution: Fully digitizing all paper processes. Shorter cycle times, reduced development costs, and greater customer satisfaction all await.

### The cost of waiting to fully digitize agreements.

Time is critical in life sciences, especially for clinical operations, where delays mean that patients in need must wait longer for new treatments – or that novel treatments never make it out of early stage R&D, due to poor patient recruitment and a failure to meet study enrollment targets.

How bad is it? Researchers cite that only three percent<sup>1</sup> of cancer patients enroll in clinical trials. As a result, half of all trials fail due to under-enrollment. In some cases, this issue cascades to an even greater set of problems, like decreased funding and significant setbacks across the development and commercialization process.

Delaying digital transformation doesn't just lengthen a product's time to market and reduce its chances of regulatory approval. It can also rack up serious costs. According to Cognizant<sup>2</sup>, life sciences executives believe that investing in digital initiatives like process automation will be pivotal for the future of their companies. In fact, by the end of 2018, they estimate that digitization will save them nearly three percent – an average of \$874 million per company.

Core processes in life sciences are necessarily intricate and expensive, but the management of them need not be. Read on to uncover processes ripe for digitization, so you can win back time without compromising quality.

### Before digitization

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### Investing in digital initiatives

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#### Notes

1 Medrio: Overcoming Patient Recruitment and Retention Hurdles.

2 Cognizant: Rebooting Life Sciences with Digital.

## Get a better return with these 10 digital use cases.

Achieve the greatest possible impact from your digital investments. The use cases profiled below are critical to achieving development milestones and boosting productivity, across the life sciences value chain.

### 1/ Patient registry and consent.

Deliver better treatment sooner and meet enrollment targets by allowing patients to enroll in clinical trials anywhere, anytime, on any device. By electronically completing patient consent agreements, DocuSign can help you deliver a better experience and get to development milestones faster – all while adhering to regulatory compliance requirements and HIPAA privacy standards.

### 2/ Quality inspections and testing.

The chain-of-custody process requires detailed inspections and testing that can impact the time needed to get drugs and devices to market. By digitizing this process end-to-end, you can reduce both cycle time and any required rework. DocuSign also cuts costs associated with processing these key documents, while simplifying federal regulation compliance.

### 3/ Clinical trial onboarding.

With a digital study process, get sites up and running in less time, while improving document tracking for sponsors, contract research organizations (CRO's), and investigators. DocuSign brings together the documentation required to support protocol sign-off and investigator onboarding (like FDA 1572 forms), while also allowing for digital credentials to authenticate investigators' identity.

### 4/ Sales and service agreements.

Commercializing a new product or service brings value to life science companies and their customers. When customer contracts are seamlessly completed without errors, company health and customer experience both get a boost. DocuSign simplifies the quote-to-cash process by integrating with content management and CRM systems like Salesforce, SAP, Revitas, and Apttus.

### 5/ Patient assistance programs.

With digital patient assistance documents, patients can submit medication requests and receive financial assistance quickly and easily. This automated process allows patients to receive care sooner, without hassles. DocuSign can also be integrated with call center solutions, enabling self-service transactions that get products into patients' hands faster.

### 6/ Vendor contracts.

Procurement processes require a considerable amount of documentation and compliance, and measures like the Sunshine Act can layer on even more requirements. DocuSign helps simplify and integrate core vendor processes with back end procurement systems like Ariba, Emptoris, Oracle, and others. Digital contracts let companies reduce time-to-market, driving consistency across their global supply network.

### 7/ Corrective and preventative actions.

No manufacturer looks forward to CAPA processes, especially when it gets to the point of a recall. But when it becomes necessary, the process to complete CAPA procedures or provide recall notifications needs to be timely and accurate. From sending forms to CAPA procedure trainees to tracking return response cards from customers, DocuSign helps automate the completion of agreements and creates a digital audit trail.

### 8/ Hiring and onboarding.

Many life science companies want to attract tech-savvy young professionals to their growing businesses. Digitizing the talent acquisition process improves the applicant experience, enabling companies to "close" candidates faster. Offer letters, I9 forms, and 401K documentation can be digitized with DocuSign, then integrated with SharePoint portals or other HR systems like SuccessFactors and Workday.

### 9/ KOL agreements.

Key opinion leaders are important influencers for life science products, but it can be difficult to manage their pen-and-paper agreements. Integrating DocuSign with sales and customer relationship management (CRM) systems allows companies to easily send, sign, and manage speaker contracts, storing them in a single repository. This improves interactions with speakers and facilitates compliance with the Sunshine Act.

### 10/ Field service reports.

In the medical device industry, digitizing field service reports simplifies maintenance and calibration reporting, while also improving audit compliance. DocuSign supports offline signing, as well as notarizations or other handwritten signatures on mobile devices. Just one example: We helped a medical device customer manage more than 20,000 digital field reports annually.

## Partner with DocuSign to boost compliance, speed-to-market and engagement.

### Remove friction from your 21 CFR Part 11 compliance.

Simplify contracts, approvals, and agreements to reduce regulatory risk and win back time, keeping your organization ahead of the ever-changing compliance landscape. With DocuSign, processes are traceable, with a digital audit trail. We have invested in regulated life science capabilities to help you adhere to the global regulatory standards for digital transactions set forth by agencies like the FDA and EMA. Our experience ranges from small biotechs to large multinationals – we've helped them all adhere to compliance standards like SOX, 21 CFR Part 11, Annex 11, Safe Harbor, and HIPAA.

### Get drugs and devices to market faster without compromising quality.

Streamline your processes to accelerate product development and commercialization for drugs and devices. New products can take a decade or more to develop and launch, often slowed by administrative hurdles in getting protocol documents signed. When errors arise with paper processes, it takes weeks or months to resolve. That's critical time that could be spent getting treatments to market sooner. DocuSign also helps you get the most out of your current technology investments, further simplifying workflows through our pre-built integrations with partners like Salesforce, SharePoint, and Veeva Vault.

### Uplevel your customer experience.

In addition to expediting agreement completion, we can also help you increase user engagement. We make it easy to interact with patients, physicians, researchers, and vendors anytime and anywhere, providing the flexibility you need to complete agreements in an accessible and secure way. When it comes to processes like clinical operations, patient engagement can make or break the success of your trial. DocuSign helps you create a seamless user experience across your core processes, driving customer satisfaction while boosting operational efficiency.

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## Simple, secure, and fully digital: Every workflow, every approval.

DocuSign is your fastest, most secure way to keep product development moving forward. In fact, 14 of the top 15 global pharmaceutical companies and 11 of the top 15 global medical device manufacturers are DocuSign customers. Organizations like AstraZeneca, Allergan, Medtronic, McKesson, and Boston Scientific use DocuSign to simplify business operations, while also accelerating product development and commercialization.

### Among our leading customers

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**14/15**

top global  
pharmaceutical  
companies

**11/15**

top medical device  
manufacturers

## Countless life science organizations have realized remarkable value—so can yours.

Get it right  
the first time

**88%**

error reduction

Get to market  
3 weeks faster

**21** days

time savings

Development  
costs saved

**\$77**

per document

Improved turnaround:  
Average transactions

**85%**

completed  
in 1 day

**64%**

completed  
in 1 hour

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## Connect with us today.

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### About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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