

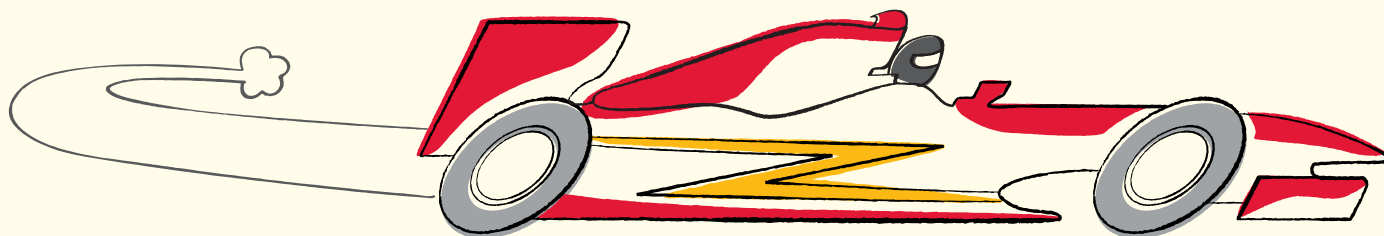
# NetApp, going further faster.

International Fortune 500 company uses eSign services in Adobe Document Cloud to accelerate completion rates and reduce complexity on contract processes across multiple departments.



"We can complete contracts in minutes and meet deadlines that would have been impossible without leveraging this type of technology."

*Connie Brenton, director of operations and chief of staff, legal department, NetApp*



## SOLUTION

Adobe Document Cloud  
• eSign services (formerly Adobe EchoSign)

## RESULTS



### FASTER COMPLETION

NDAs processed using eSign services are completed three times faster than those done on paper



### RAPID TURNAROUND

Reduced turnaround time for sales contracts from 19 to 5 days

**93%**  
LESS TIME

### INCREASED PRODUCTIVITY

Increased productivity of contract support staff by reducing contract processing time from 15 hours to 1 hour per week



### GREATER COMPLIANCE

Developed a consistent sourcing process that improves compliance

## NetApp, Inc.

Established in 1992

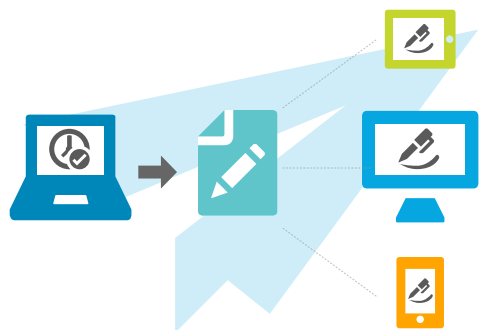
Employees: More than 12,000

Sunnyvale, California

[www.netapp.com](http://www.netapp.com)

### CHALLENGES

- Bringing new innovations to NetApp business
- Boosting staff productivity and efficiency
- Deploying intuitive processes that require little training



Rapid completion of digital forms

### Dedication to innovation

NetApp has risen to the top of the computer storage market and become an international Fortune 500 company. A key to the company's success is its dedication to innovation. NetApp develops new technologies and processes that not only keep its products ahead of the competition, but also enhance productivity and convenience in all areas of business.

Working with its General Counsel, NetApp's Legal Operations team identified eSign services in Adobe Document Cloud as an e-signature solution that could dramatically improve the handling of nondisclosure agreements (NDAs), providing for near instant completion. "eSign services in Adobe Document Cloud work in line with our culture of innovation," says Connie Brenton, director of operations and chief of staff in the legal department at NetApp. "We didn't expect such a rapid rollout and adoption rate. The implementation was an immediate success, and it exposed the easy-to-use solution across the organization, leading to new ideas to further streamline other contracting processes."

### Automated self-servicing

NDAs are a necessity whenever sales representatives want to share new technological developments or other confidential information with customers. Rather than waiting for the legal department to issue each NDA separately, sales representatives can now use eSign services to instantly route the NDA and have it signed by the client from any tablet or laptop device. "Because people can sign documents anywhere with eSign services in Adobe Document Cloud, we can meet deadlines that would have been impossible with paper versions," says Brenton.

"By giving sales representatives self-service access to pre-approved NDAs through eSign services, agreements are completed and processed significantly faster," continues Brenton. Sales representatives simply choose one of several customer NDA templates stored in the eSign services library. The NDA templates are already pre-approved by NetApp's legal team and comply with legal requirements for different regions. The automated delivery saves the legal department time, and enables sales representatives to spend more time talking with customers about specific technologies or products.

The success of the NDA implementation triggered other groups to seek out ways that they could leverage eSign services in their business unit. Legal Operations Manager Emily Teuben helps other groups review their processes and set up customized workflows. "eSign services in Adobe Document Cloud are so intuitive that groups can get started with minimal training and we don't need to invest in full-time support," explains Teuben. Due to the usability of the application, many groups have been able to implement new processes within weeks.

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*Emily Teuben, legal operations manager,  
NetApp*

## SOLUTION AT A GLANCE

- Adobe Document Cloud
  - eSign services
- Apttus Contract Management

## Accelerating the sales contract workflow by two weeks

"eSign services in Adobe Document Cloud, integrated with the Apttus application that sits on top of Salesforce, significantly boosts performance and productivity," says Brenton. "We can complete contracts in minutes and meet deadlines that would have been impossible without leveraging this type of technology." NetApp has achieved improvements in its contracting process through an integrated, yet streamlined Adobe Document Cloud, Apttus, and Salesforce.com solution.

