

SOLUTION BRIEF THUNDERHEAD.COM AND DOCUSIGN INTEGRATION

ADD DIGITAL SIGNATURE CAPABILITY TO THUNDERHEAD.COM TEMPLATES AND DOCUMENTS

The integration between DocuSign® and the Thunderhead.com ONE platform combines Thunderhead.com's market-leading ability to produce rules-driven, highly-personalised documents with DocuSign's industry-leading ability to send, sign, track, and store documents in the cloud. Now organizations can automate the creation of template-driven documents (such as contracts, proposals, and renewals), personalise them, and give all recipients the ability to sign them digitally and securely. This eliminates printing and mailing, removes those costs entirely, and speeds up the whole process.

DocuSign is currently integrated with two Thunderhead.com products: ONE CORRESPOND for Salesforce and ONE for Collaboration. Technically speaking, the integration covers two areas: design-time and run-time.

Incorporating DocuSign During Template Design

Template designers can now add DocuSign Signatures, Initials, and Signature Dates as placeholders within a Thunderhead.com document template. Template designers can also add business rules to determine under what conditions these placeholders would appear. For example, the appearance of a spouse's signature block on a policy document may be dependent on whether it is a jointly-held policy.

The location of the document signatures within the document is variable, meaning that the signature block will move relative to other content in the document. Thunderhead.com's advanced formatting engine can ensure that signature blocks do not break over a page.

Working with DocuSign While Editing a Draft

When a template is deployed into production, business users can create instances of the document template. In Thunderhead.com software, an instance is referred to as a "Draft". In these Draft documents, users can edit signature or

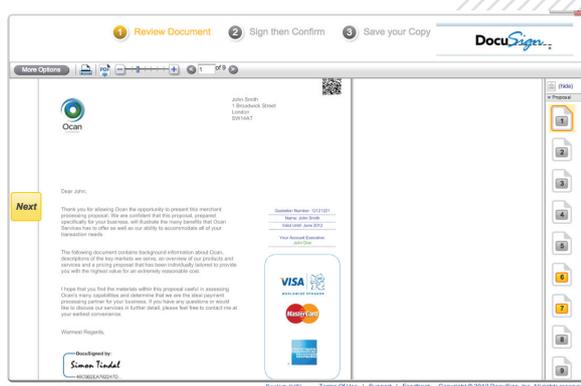
initials blocks inserted by the Template, or they can add new signatures or Initials to the document.

The user-added signature block can be easily linked to signatory information held within the transaction data, such as the recipient's email address.

Integration and Execution

During the execution of business process, the Thunderhead.com Document Assembly engine creates a PDF based on the document template, including any edits made by the user in the run-time environment. The document is then passed to the DocuSign workflow process for circulation to the signatories. Lastly, the signed PDF is passed back to the originating system so that it can be appended to the appropriate record.

Now organizations can automate the creation of template-driven documents, personalise them, and give recipients the ability to sign them digitally and securely.



A letter generated by Thunderhead.com is passed to the DocuSign workflow process and sent to the appropriate recipient for an electronic signature.

About DocuSign

Founded in 2003, DocuSign is committed to transforming the way people like you work, live and connect by providing the freedom to finish business faster.

Accessible anytime, anywhere, on any device, the DocuSign Global Network connects companies to their customers, partners, suppliers and employees where they can transact business with confidence. Customers of all sizes solve their paper problems by easily replacing manual, paper-based methods to decrease contract cycle times, reduce costs, improve visibility and control, and enhance customer satisfaction. As the global standard for electronic signature, DocuSign helps your world work better with the easiest, fastest, most secure way to send, sign, track and store documents in the cloud.

About Thunderhead.com

Thunderhead.com opens up new opportunities by transforming the customer experience – increasing engagement, building loyalty and driving revenue.

Thunderhead.com is a leading provider of enterprise solutions for customer experience management. With its cloud-based ONE platform, Thunderhead.com provides powerful SaaS solutions for customer engagement across all touchpoints. Thunderhead.com enables businesses to deliver highly personalized, relevant experiences across all touch points. With Thunderhead.com, enhanced customer experiences become new sources of value, differentiation, and brand strength.

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