The Docusign IAM Platform for Government

At the core of every government process are agreements, forms, and contracts that need to be created, committed to, and managed. Now, Intelligent Agreement Management (IAM) is redefining the role of agreements in government, transforming them from a source of delay to a strategic tool for eliminating inefficiencies.

The Docusign IAM platform connects every step of the agreement process—turning paperwork and static PDFs into actionable data, aligning workflows across departments, and speeding up decisions that drive real results. Removing the daily friction that exists throughout forms, contracts, and agreements frees teams to focus on their mission while strengthening the everyday efficiency of government.

Simplify and modernize the constituent experience

Deliver seamless self-service experiences across web and mobile platforms to increase accuracy and program completion rates.

Unlock efficiency for staff and operations

Reduce processing backlogs and operational silos by deploying automated, no-code workflows that seamlessly connect data and documents across existing agency systems.

Securely centralize data, surface insights, and build trust

Centralize historical and active agreements into a secure, intelligent repository that tracks activity with full transparency, unlocks data that drives smarter decisions, and strengthens public trust.

Certified	Authorized	Secure	Auditable
Section 508	FedRAMP Moderate	AES-256 encryption (at rest)	Full audit trail (names, emails, IP addresses, locations)
ISO 27001	GovRAMP	Multiple authentication methods (phone, SMS, KBA, ID verification, PIV cards)	Full chain of custody (timestamped sends, views, downloads)
PCI	DoD IL4 (DISA BCAP Connected)	Dedicated government cloud	All downloads digital signed and protected against tampering)
SOC 1 & SOC 2			

Use case examples

Case management
Intake
Eligibility
Provisioning

Correspondence
Open record requests
Service inquiries
Records management

Grants & lending
Grant/loan application
Eligibility assessments
Post-award monitoring

Permits & licensing
New business registrations
Building permits
Licenses

Enforcements & corrections
Warrants/affidavits
Court reports
Witness sheets

Human Resources
Offer letters
On-boarding documents
Policy updates

Procurement
RFPs
Sole source justification
Supplier compliance

IAM platform features and applications

eSignature: Securely capture electronic signatures for both internal and constituent-facing processes while maintaining a complete audit trail on each document.

Agreement Manager: Organize agreement data in a central repository and leverage AI to unlock data that was previously hidden in unreadable, static files.

Workflow Builder: Build a variety of workflows without writing a single line of code to digitize your agreement journeys from end to end.

Monitor: Protect critical data and agreements from unauthorized activity through round-the-clock tracking.

Web Forms: Meet constituents where they are with a digital-first, self-serve experience to capture information and signatures, and in return, streamline data collection for government agencies.

Workspaces: Bring people, agreements, and information together in a secure hub for a simplified customer experience and real-time collaboration.

Agreement Preparation: Easily leverage templates to generate custom, accurate, and professional agreements in seconds, adding flexibility, speed, and compliance to your agreement process.

App Center: Extend your agreement workflows by connecting partner apps to writeback data and push downstream application updates.

Integrations: Connect existing disparate processes into an end-to-end experience with our 1,000+ integrations and APIs

Results

2 days
Saved in document signing turnaround time on average

$5.56
Reduction in hard costs per agreement saved on average

29%
Reduction in personnel time per agreement saved on average

To support your agency, Docusign bundled specific features from the above list into preconfigured FedRAMP and GovRAMP authorized applications designed for federal, state, and local agencies.

CLM: Unify agreement data and workflows on an AI-powered platform that integrates with core systems of record, automates complex business processes, surfaces key contract terms and obligations, and delivers complete visibility through a centralized dashboard.

IAM for CX: Modernize constituent journeys by automating end-to-end agreement processes from the very first interaction to ongoing relationship management to deliver exceptional constituent and employee experiences.

IAM Core: Streamline intelligence and automation across the entire agreement lifecycle to help accelerate revenue, unlock the value of your agreements, and reduce risk.

About Docusign

Docusign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use Docusign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, Docusign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using Docusign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

For more information

Partner Contact Info