Bravura Security

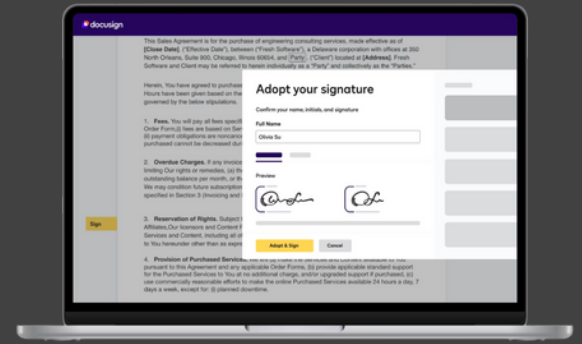# Docusign Surfaces Identity Truth at Scale with Bravura Security

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CHALLENGE Docusign needed to connect Workday, Azure, and Salesforce to automate onboarding, manage access securely, and improve reporting—ensuring global consistency without slowing down daily operations.

SOLUTION Docusign expanded its identity security program with Bravura Identity and Bravura Pass to streamline onboarding, strengthen security, and automate access across systems. The solution empowered their employees with secure self-service, supporting both operational efficiency and a better user experience.

OUTCOME Docusign's identity transformation delivered seamless integration across HR and IT systems, automated identity lifecycle management, and empowered employees through secure self-service tools. These improvements reduced operational overhead, minimized manual processes, and established a scalable governance framework to support global growth.

Docusign's ability to detect identity changes and surface authoritative data helps reduce risk, improve audit readiness, and ensure consistent access decisions—challenges shared by many global enterprises.

DOCUSIGN

INDUSTRY
Software

REGION
Global

SOLUTIONS
Bravura Identity, Bravura Privilege, Bravura Pass

CHALLENGE

In the bustling tech hub of San Francisco, Docusign, a beacon in the electronic signature and digital transaction management industry, faced a complex web of challenges. With a workforce of 6,800 strong, the company's needs evolved from simple password management to a sophisticated identity management program. The integration of disparate systems such as Workday, Entra (Azure), Active Directory, Salesforce, and a host of applications like Tableau, Oracle, and Slack loomed large. Docusign's ambition was clear: to weave these systems together seamlessly without fraying the edges of their established

workflows. They aimed to automate the joiner, mover, and leaver processes, enhance secure global onboarding practices, and refine incident management, all while reinforcing their security and operational efficiency.

SOLUTION

Docusign implemented the Bravura Identity SaaS solution to unify identity data across systems and surface what they refer to as "the truth"—the most accurate, real-time view of user identity. Unlike tools that prioritize flash over function, Bravura Identity detects changes across systems and reconciles discrepancies,

ensuring that identity decisions are grounded in verified, authoritative data. This capability became a cornerstone of Docusign's identity strategy, enabling secure automation and confident governance at scale.

Docusign's commitment to security was evident in their global approach to HR system driven-onboarding, a process that became a hallmark of their operational prowess. The automation of entitlement changes, driven by HR processes, marked a significant reduction in manual workload, streamlining operations and minimizing the potential for error.

The partnership also saw the development of custom workflow processes for account requests, which adopted a service catalog approach, providing a user-friendly interface for complex identity management tasks. As part of their innovative strategy, Docusign could now harness data exported from Bravura Identity into their pre-existing identity reporting tools. This capability offered real-time insights and alerts for unusual user behavior enhancing the security posture and vigilance of the company.

Docusign's journey with Bravura Security also addressed the need for manual requests, ensuring that urgent deactivations, data attribute updates, and other identity-related processes are managed with precision and urgency. The sheer scope of Bravura Identity's solution in managing Docusign's intricate identity governance processes exemplified the dynamic nature of their partnership, which is primed to evolve with the company's business operations.

While Bravura Identity ensures the accuracy of identity data across systems, Bravura Pass puts that truth into action—enabling employees to securely reset passwords, unlock accounts, and enroll in MFA based on verified identity. Together, they deliver a seamless and secure user experience.

"It's not just Docusign taking care of ourselves. We have a real partnership."

Peter Muller
Principal Security Architect
(Identity), Docusign

RESULTS

Docusign's expedition with Bravura Identity culminated in a robust identity management ecosystem that propelled the company towards a future of assured growth and innovation. The enhanced operational efficiency and security infrastructure paved the way for Docusign to seamlessly manage their expanding operations. The Bravura Identity solution proved to be a linchpin in maintaining operational efficiency even amidst extensive bulk operations, enabling Docusign to confidently face the complexities of their industry.

The impact of this transformation is visible not only in back-end efficiency but also in the employee experience. A short internal video demonstrates how Docusign employees now use the Bravura Identity, branded for Docusign employees as Identity Portal and Docusign Identify, to securely verify their identity and manage account access independently streamlining IT support and reinforcing security protocols.

"Bravura Identity has been instrumental in our transformation towards a secure and streamlined operational environment. This partnership has revolutionized our approach to identity management, allowing us to scale our business and innovate with confidence," reflected a Docusign executive. The company's journey stands as a testament to their commitment to excellence and an unwavering focus on future-ready solutions. Peter Muller, Docusign's Principal Security Architect (Identity), maintains a deep appreciation for the work and ongoing support they receive from Bravura Security: "It's not just Docusign taking care of ourselves. We have a real partnership."

The partnership lives today in an ongoing enterprise-level implementation with regular maintenance, updates, and custom development work to meet Docusign's specific needs. The relationship is well-established with regular interaction between organizations for support, maintenance, and ongoing improvements.
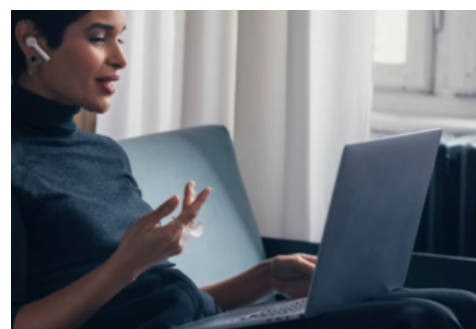
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