BoldSign
By Syncfusion

First Atlantic RESTORATION
A CORE ELITE MEMBER

Affordable, Intuitive E-Signing for Time-Sensitive Teams



Introduction

When disaster hits, First Atlantic Restoration helps clients recover. For over 35 years, this locally owned, Virginia Beach-based company has supported both residential and commercial clients throughout the Hampton Roads region. Whether it's providing disaster cleanup, emergency mitigation, or restoration services, First Atlantic Restoration empowers every client to regain normality in the wake of catastrophes.

Challenge

In the disaster relief industry, every minute matters. In an effort to streamline administrative tasks, First Atlantic Restoration adopted an e-signature service—Docusign. However, over time, the platform gave way to new issues. According to Courtney Brough, Executive Assistant of Production, "We were facing price increases with Docusign that were hard to swallow. It also seemed more complicated than it needed to be for the type of documents we send, which decreased efficiency for our team members." While searching online for a more cost-effective, user-friendly alternative, they found BoldSign.

Solution

With a single license, Courtney's team completely transformed their document-signing process. They no longer had to rely on costly, convoluted tools because BoldSign immediately offered the affordable, intuitive e-signature experience they were searching for. "BoldSign is reasonably priced and very easy to use—both for the account administrator and the users," Courtney said.

From duplicating drafts to setting expiration dates, BoldSign had all the e-signature features Courtney's team wanted and more. "BoldSign has streamlined our e-signature process with the ability to create templates, clone templates, and clone sent documents," Courtney said. "The level of efficiency our teams gain from using BoldSign is incredible!"

Industry
Facilities Services

Product used
BoldSign

Region
United States of America

Use case
They switched to BoldSign, gaining automated reminders, detailed audit trails, and responsive support—all at a nonprofit-friendly price.

To top it all off, BoldSign offers around-the-clock support resources, so when Courtney's team needed assistance, they could count on BoldSign to provide timely, thoughtful solutions. "The support team has always been helpful when we've had questions on how to use certain features, or an issue that needed the development team involved," Courtney said. "They are quick to respond and stay on top of the issue until it is resolved."

Impact

Using BoldSign, First Atlantic Restoration:

- Reduced operational costs without sacrificing functionality by switching to a more affordable e-signature solution.
- Delivered a smoother e-signature experience with a user-friendly interface, requiring little to no training for both administrators and end users.
- Minimized repetitive work by reusing and sending documents in seconds, rather than recreating them from scratch.
- Improved efficiency by simplifying its document-signing process, allowing the team to move faster in a field where time is critical.

> "We couldn't be happier with BoldSign. It is easy to use without a bunch of complicated or unnecessary features and keeps our e-signature documentation streamlined."
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> **- Courtney Brough, Executive Assistant of Production at First Atlantic Restoration**