BoldSign
By Syncfusion

How Westbay Simplified Signature Workflows with BoldSign



Introduction

Since 1966, Westbay Community Action, a nonprofit organization, has provided early childhood education, senior nutrition, emergency assistance, and case management services for the citizens of Kent County, Rhode Island. Today, Westbay supports nearly 10,000 households annually through its programs, partnerships, and advocacy.

Challenge

Westbay relied on physical approval forms for its multiple locations, which hindered its paperwork workflow's efficiency. As CFO Heather Braga explains, "It was a lengthy process to send physical pieces of paper around, collect multiple signatures, and chase down physical papers that could easily be misplaced."

This prompted Heather's team to search for a cost-effective way to digitize their document-signing process. That's how they found BoldSign—an e-signature service that offered the right functionality at an accessible price point.

Solution

With BoldSign, Westbay can now request signatures electronically, allowing staff to sign approval forms immediately—regardless of their location. BoldSign's e-signature requests, paired with its template feature, completely transformed Westbay's paperwork workflows. "BoldSign streamlined our processes for collecting staff signatures." Heather said. "It cut down the process time for collecting signatures on many forms."

Industry
Civic and Social Organizations

Product used
BoldSign®

Region
North America (Warwick, Rhode Island)

Use case
Westbay Community Action digitized its paperwork process with BoldSign, enabling it to simplify signature-collection workflows without excessive expenses.

> “Using BoldSign is a no-brainer. I would recommend it to anyone.”
>
> **- Heather Braga, CFO, Westbay Community Action**

Conclusion

By adopting BoldSign, Westbay Community Action was able to reduce administrative burden and accelerate its signature-collection process without going over budget. As CFO Heather Braga said, “[BoldSign] is affordable and meets all of our needs.”

Want to learn more about BoldSign and try it out for yourself? Start a **free 30-day trial** today or **request a demo**.