

How **Mountain Mover** Cut Costs and Increased Productivity

55%

Reduction in Document
Generation Costs

80%

Improvement in Support
Response Time

87%

Automation in
Document Generation
& eSigning

Company Overview

Mountain Mover is a leading outsourcing and offshoring provider that specializes in healthcare virtual assistant services. Their tailored approach helps healthcare businesses streamline operations, reduce overhead, and enhance patient experiences through remote staffing solutions.

"Sign Made Easy is a simple, interactive, and incredibly user-friendly app. Compared to Conga, it stands out with its intuitive interface and seamless functionality. Even first-time users can navigate it with ease. What truly sets it apart is the support team; they not only help you scale but also guide you with the best ways to achieve your goals. For me, if I need an eSignature app, this is my top choice."

- Joyce Bantugan

Challenges

For over two years, Mountain Mover relied on Conga Sign and Conga Composer for document generation and electronic signatures. However, they faced multiple challenges by using Conga:

- High costs that impacted their budget.
- Slow and unresponsive customer support.
- Lack of support for encrypted writeback fields.
- Limited automation capabilities for document workflows.
- A growing need for a solution that supports both document generation and eSigning seamlessly.

Solutions

Mountain Mover adopted Sign Made Easy, along with Docs Made Easy for document generation. Key highlights of the solution included:

- Comprehensive eSign capabilities integrated into Salesforce.
- Quick support team and on-call training.
- User-friendly interface designed for ease of use and quick adoption.
- Affordable pricing compared to Conga.

Conclusion

By switching to Sign Made Easy, Mountain Mover streamlined its document processes, gained access to faster support, and significantly reduced operating costs, all while achieving better control over its workflows. Salesforce eSignature solution delivered measurable improvements and a scalable foundation for future growth.