

Overview

Introduction

DocuSign offers flexible contract structures based on either user counts or total envelope counts. Contracts can be user-based with set envelope allocations or envelope-based with unlimited users.

Negotiation Strategy

Pricing Models & Packages

- Per User plans include set envelope allocations
- Per Envelope plans allow unlimited users
- Volume discounts available on both models
- Salesforce integration commonly bundled

Reduction Strategy

- Audit seat usage
- Review activity
- Consider tier changes
- Document inactive users

Growth Strategy

- Project user needs
- Bundle features
- Time expansion well
- Use volume tiers

Negotiation Tactics

Usage Analysis

- Review active seats
- Document true needs
- Show actual usage
- Present right-sizing

Multi-Year Terms

- Push for 2+ year agreements
- Target 3-5% price cap terms
- Lock in current rates
- Avoid annual increases

Willingness to Negotiate

New Business

 Reasonable

Renewals

 Flexible

More Resources

Avoid These 4 Mistakes in Your Next SaaS Negotiation

Learn from expert negotiators and avoid the common mistakes during SaaS negotiations.

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How to Negotiate Seat-Based Contracts

Explore 6 tips from procurement expert Zach Wolf on how to navigate per-user agreements.

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How to Negotiate a Usage-Based Contract

Explore how usage-based contracts work, plus tips for negotiating them.

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