How Docusign Closed the Last Offline Step in Digital Agreements with OneNotary

In February 2025, Docusign launched Notary On-Demand, remote online notarization (RON) native to the agreement workflow its customers already use, powered by OneNotary.

They launched all 50 states on day one with no notary workforce hired by Docusign, and drove adoption led by major banks, law firms, and regulated enterprises.

The problem: Notarization is the highest-value step in agreement workflows, and it was the step that left the platform

More than [one billion documents are notarized every year] and more regulated transactions are moving online. That means more agreements running through e-signature platforms that cannot finish the workflow entirely inside them today.

Docusign customers felt that break in the process. Some customers papered out, some managed their own notaries through a patchwork that wasn't approved in every state, and others took the notarization step to competitors.

But choosing to add notarization in-house means becoming a notary employer. Notaries must be recruited, licensed, commissioned by state, trained to a consistent standard, supervised for quality and compliance, and covered for the liability that comes with regulated transactions. That's a standalone business, unrelated to your roadmap, running every day with no end date.

Key Results

4.9+
Signer satisfaction, every session

50 state
Coverage on day one

<1 min
Average connect to a live notary

> You didn't build your own payment processor.
> You shouldn't build your own notary operations.

The solution:
An embedded on-demand notary network

After thorough due diligence to ensure that the platform and notary operations met the highest standards for regulated industries, Docusign chose to partner with OneNotary through an embedded approach.

OneNotary supplies the credentialed workforce, routing, quality system, and compliance posture that's invoked by API, inside the Docusign envelope, and invisible to the signer. This adds a licensed notary to the signing session without additional vendors, logins, or new software to secure and roll out to signers.

Docusign kept control of the customer, the brand, and the workflow.

Notary On-Demand draws from OneNotary's network of 50,000+ credentialed notaries, reserving a dedicated, professionally trained in-house pool that OneNotary employs, operates, and supervises directly.

Every notary interfacing with a Docusign customer is held to **OneNotary's 5-star Notary Standard:**

- **Background checked** — identity, criminal, credential, and certification checks
- **Session quality benchmarked** — trained and audited for technical proficiency, on-camera presence, lighting, audio, issue handling, and customer service
- **Anti-fraud certified** — mandatory training to detect fraud, coercion, and AI-powered deepfake tactics
- **Customer workflow ready** — onboarded to the specific documents and process before going live
- **Continuously audited** — ongoing performance reviews and benchmarking with managerial oversight

Security and compliance

OneNotary is SOC 2 Type II attested under the AICPA's Trust Services Criteria and is ISO/IEC 27001:2022 certified. Its remote online notarization operations comply with MISMO standards for the mortgage and real estate industry.

The platform runs on 99.99% uptime with service-level guarantees, encrypted transactions, and secure document storage.

Every session inherits this standard:

- **Encrypted, recorded audio-video** for the full notarial session
- **Tamper-evident digital seal** and a **signed certificate of completion**
- **Full audit trail** including session ID, timestamp, notary journal, and recording retained for every transaction

The results: Rapid adoption, accelerating usage, and a 4.9+ out of 5 experience with leading enterprises

For Docusign

In just its first year, Notary On-Demand reached hundreds of enterprise customers, including many of **the largest top 10 banks, law firms and insurance companies**, with adoption and transaction volume accelerating.

It gives Docusign a product priced at 10x+ a standard envelope to sell into customers and workflows already flowing through the platform. It's a differentiator in exactly the deals where e-signature alone isn't enough anymore.

> ”
> The convenience, security, cost savings, and time efficiencies are real. You can't compare it.
>
> — Consumer Lending Operations Supervisor, Regional Credit Union

For Docusign's customers

For the banks, insurers, law firms, and other Docusign customers that have deployed Notary On-Demand, they see gains in three places:

- **Admin overhead eliminated.** No coordinating notary appointments
and no managing physical paper.
- **Stronger fraud prevention.** Every session is digitally recorded over encrypted audio-video with a tamper-evident seal, notary journal,
and full audit trail.
- **Faster revenue cycles.** Loans fund sooner, claims settle sooner, and closings finish sooner because the notarization step no longer waits on a signer finding a notary.

For the signer

Signers skip the extra offline notarization step entirely. A credentialed notary is available 24/7, on-demand, from the signer's own home or office, connected in under a minute, and in most cases, done under five minutes. They rate the experience on average 4.9+ out of 5.

The satisfaction score travels up the chain, one layer of credit at a time. The signer credits the bank, the bank credits Docusign, and OneNotary, the company that actually ran the session, stays invisible. When the embedded layer performs, every brand above it collects the goodwill. That's the compounding return on embedding a notary network that treats every session as a brand moment.

See OneNotary in your platform

A 30-minute session with our team can show you the Notary On-Demand-style embedding on your platform with a product demo, API walkthrough, and discussion on economics before the call ends.

[Schedule a demo]