



NEWS RELEASE

Former Adobe VP & GM of Global Services Lambert Walsh Joins DocuSign as SVP of Customer Success

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SAN FRANCISCO, Sept. 13, 2016 /PRNewswire/ -- DocuSign announced that former Adobe Vice President and General Manager of Global Services Lambert Walsh has joined DocuSign as Senior Vice President of Customer Success, reporting to President of Worldwide Field Operations Neil Hudspith. Walsh brings more than 25 years of enterprise technology experience as a chief customer advocate focused on empowering client success to his new role at DocuSign.

Walsh will further develop DocuSign's strategic end-to-end relationships with customers to help them achieve their digital transformations, accelerating time to value and measurable ROI through leadership of DocuSign's global professional services, solution consulting and customer support organizations. Walsh will lead the building and implementation of innovative customer insights programs to uncover actionable intelligence that advances customer adoption, use and success.

"As the undisputed global leader in eSignature and Digital Transaction Management, DocuSign is leap years ahead of anyone else in the space in terms of the talent of the team; product innovation, security and availability; developer APIs; and customer experience," said Lambert Walsh, SVP of customer success at DocuSign. "I'm thrilled to be part of a world-class organization so maniacally focused on the customer and their success."

"We're excited to have passionate top talent like Lambert join DocuSign's high performance team to help us advance the growth of the DocuSign Global Trust Network and bring the power of Digital Transaction Management and eSignature to more customers and partners around the world," said Neil Hudspith, president of worldwide field operations at DocuSign. "At DocuSign, we measure our success by our customer's success. Lambert will help DocuSign customers make the digital transformation to achieve lasting value."

Walsh is a proven executive skilled in developing end-to-end relationships across the customer lifecycle, and leading global organizations with recurring services and solutions revenues in excess of \$1B annually. With an unrelenting passion for customer success, he has led global teams responsible for effective client acquisition and retention strategies and the delivery of engaging customer experiences. Walsh has worked with leading global customers and partners to develop transformational business capabilities, accelerate technology innovation and disruption, and enable leading edge digital experience strategies.

Most recently, Walsh worked at Adobe as VP and GM of Adobe Global Services. With engagements spanning the full customer lifecycle, Walsh's scope included global account management, solution consulting, and professional services, as well as customer, partner, and field enablement. As a passionate proponent of customer success, Walsh played a key role as a chief customer advocate, cultivating strong relationships with senior client executives that resulted in deep customer insights. Prior to Adobe, Walsh held executive roles at McAfee where he led complex organizational and cultural transformation initiatives within global customer care that united people, processes and technology for optimal performance and customer experience.

Walsh's experiential strategies have been profiled in the books [Outside In: The Power of Putting Customers at the Center of Your Business](#) (Forrester, 2012) and [Chief Customer Officer 2.0](#) (Wiley, 2015). He recently celebrated his eighteenth wedding anniversary and is a proud father of three. When not in the office, Walsh can be found spending time with his family and thriving on personal fitness challenges including extreme team sports.

Today's news comes on the heels of DocuSign being named #3 on the **Forbes Cloud 100** list and awarded as one of the **Top 50 Cloud Companies to Work For by Glassdoor**. For more information on career opportunities at DocuSign, please visit www.docusign.com/careers.

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