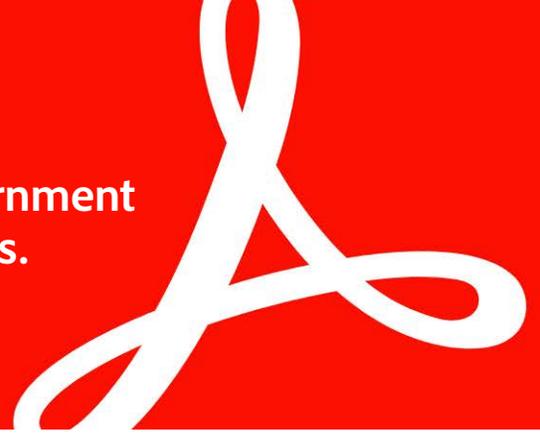


# Transform citizen experiences and drive government efficiencies with digital document workflows.

With Adobe Document Cloud—Adobe's intelligent, extensible digital document platform.



Citizens and employees alike expect instant, frictionless digital experiences, available on any and every device. However, over 60% of organizations today say they are behind on digital transformation,\* which means they are delivering experiences that are often interrupted by inefficient and costly paper-based tasks.

Government processes come to a halt when an employee or citizen needs to fill out a paper form or add an ink signature—whether it's a service enrollment, benefit, or license application; court order; or onboarding paperwork. This results in inefficient and disjointed experiences that leave agencies vulnerable to costly errors as well as security, compliance, and legal risks. Far worse, agencies fail to comply with a growing number of mandates prompting the delivery of fast, efficient, and mobile-friendly government services.

Adobe Document Cloud transforms document processes into efficient, 100% digital workflows. It includes the world's leading PDF and e-signature tools, fully integrated across desktop, mobile, and web—and easy to access from the entire Microsoft 365 suite and most enterprise applications. Citizens and employees alike will be delighted with their digital experiences as they complete critical business faster and easier—anytime, anywhere.

## Create seamless, integrated digital experiences.

With Document Cloud, your organization can eliminate delays and improve services while meeting strict compliance requirements.

- Create, review, revise, and sign digital documents in real time, wherever and whenever it's convenient.
  - Deliver fully connected experiences across desktop, mobile, and the web using the world's most advanced PDF solution for creating, editing, and managing secure PDFs.
  - Accelerate review and approval processes working directly in Microsoft SharePoint or using Adobe Acrobat to share PDF files for review.

### Adobe Document Cloud includes:

- World's most advanced PDF solution for today's multidevice, cloud-connected world
- Seamless, simple, and secure electronic and digital signatures
- Mobile and web apps
- Single Admin Console
- Turnkey integrations with popular systems, including Microsoft and ServiceNow

*"Our study shows that organizations of all kinds are suffering from what we call the 'document disconnect'.... It results in significant delays and errors across critical business functions, such as sales contracting and quoting, procurement, talent acquisition, and onboarding. And it is a serious impediment to business that—according to our respondents—negatively affects revenue, compliance, cost, productivity, and customer experience."*

MELISSA WEBSTER, program vice president,  
Content and Digital Media Technologies, IDC

\* "The CIO and the Emerging Digital Crisis," Forrester, 2017

† "Business Transformation Through Smarter Document Workflows," an IDC InfoBrief sponsored by Adobe, 2016

- Get documents and forms signed 28x faster with secure electronic and digital signatures that are legally binding and [compliant with legislation like the U.S. ESIGN Act](#).
- Create automated workflows to simplify internal business processes, helping to ensure documents are routed where they need to go, faster and in the right order.
- Track documents, get instant notifications, and improve document status visibility, including when documents are viewed, approved, and signed.
- Collaborate and deliver government services faster with e-signing and PDF tools built right into systems already in use, such as Microsoft 365, ServiceNow, Microsoft Dynamics, Workday, and many more.
  - Execute signatures from most common software programs with Adobe Sign—Microsoft’s preferred e-signature solution.
  - Use comprehensive information protection and intelligent insights, from digital rights management (DRM) integration to Microsoft Information Protection or Adobe Experience Manager DRM.
  - Leverage the power of Adobe’s artificial intelligence and machine learning to dramatically improve the entire digital document experience, from automatically detecting form fields to easily digitizing any paper from a photo.
  - Securely store finalized documents in any storage system for reliable, easy access.
- Adhere to rigorous global security, compliance, and legal standards to help ensure that government processes are fully secure and to reduce compliance risks (and costs).
  - Employ robust identity verification, ranging from simple verification to innovative government ID solutions using a driver’s license or passport.
  - Support advanced digital signatures that work with pre-issued IDs, like PIV or CAC cards, to provide the highest level of assurance about identity and document authenticity.
  - Trust Adobe’s culture of rigorous and robust security processes to help protect data and documents. Our world-class cloud infrastructure offers security, reliability, availability, and compliance.
  - Use advanced PDF tools to protect information security and privacy for documents outside the firewall, including encryption, access control, certificate signatures, redaction, and sanitization.

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*“Through our strong partnership with Adobe, we’re transforming how government works to provide citizens with faster, more effective services.”*

TODD NACAPUY, former chief information officer, State of Hawaii

## Transform one process—or all of them.

Deliver a fully digital experience, including customized document creation, confidential signing processes, and quick and easy approvals.

				
<p><b>Citizen services</b></p> <p>Offer smart, mobile form-filling experiences that simplify applications and digital enrollment.</p> <ul style="list-style-type: none"> <li>• Licensing and permits</li> <li>• Benefits enrollment</li> <li>• Grant applications</li> <li>• Housing programs</li> </ul>	<p><b>Human resources</b></p> <p>Attract and retain quality candidates and millennials with an all-digital HR experience, including:</p> <ul style="list-style-type: none"> <li>• Enrollment forms</li> <li>• New hire onboarding</li> <li>• Policy acknowledgments</li> <li>• Vacation request forms</li> </ul>	<p><b>Procurement</b></p> <p>Ensure proper delivery to the right place at the right time with smart digital workflows:</p> <ul style="list-style-type: none"> <li>• Vendor contracts</li> <li>• RFP and bid packages</li> <li>• Onboarding forms</li> <li>• Internal approvals</li> </ul>	<p><b>Legal and compliance</b></p> <p>Give employees self-serve access to preapproved legal documents, and simplify compliance:</p> <ul style="list-style-type: none"> <li>• Nondisclosure (NDA) agreements</li> <li>• Inspections and audits</li> <li>• Court filing and discovery</li> <li>• ADA compliance</li> </ul>	<p><b>Finance</b></p> <p>Streamline routine tasks and ensure compliance with digital workflows that enforce policy automatically:</p> <ul style="list-style-type: none"> <li>• Expense reporting</li> <li>• Travel reimbursement</li> <li>• Invoice review and approval</li> <li>• Budget approval</li> </ul>

- Document Cloud adheres to rigorous global security, compliance, and legal standards. It also meets industry and regulatory compliance requirements, including SOC 2 Type 2 (security and availability), ISO 27001:2013, FedRAMP Tailored, Health Insurance Portability and Accountability Act (HIPAA) compliant, Gramm-Leach-Bliley Act (GLBA) ready, Family Educational Rights and Privacy Act (FERPA) ready, FDA 21 CFR Part 11, PCI DSS v3.2.1, and SAFE-BioPharma.

## The Adobe advantage—powering digital transformation for 25 years.

Adobe invented PDF over 25 years ago and is the global leader in secure digital document experiences.

Adobe Sign and Acrobat are trusted by federal, state, and local agencies across the United States and are used by more than 50% of the Fortune 100 companies in the private sector. Document Cloud solutions help governments enhance their existing investment in document technologies to optimize digital workflows for preparing, protecting, sharing, and signing critical documents and forms. The result is improved citizen experiences, greater efficiencies, and faster compliance with federal mandates like the U.S. 21st Century Integrated Digital Experience Act (IDEA).

When you choose Adobe, your organization gets:

- **A true trusted partner**—Adobe is committed to your success and delivers the programs and ecosystems to support your digital transformation. Our top-rated enterprise customer support teams guide your deployment with best practices and dedicated, experienced onboarding plus customer success and training resources. Our simple, transparent pricing and contracts never contain hidden fees or surprises.
- **Exceptional return on investment**—Adobe goes beyond the use of e-signatures alone, providing everything you need to deliver integrated PDF and e-signature experiences. Our solutions are proven to deliver 277% to 420% ROI over three years on average, with Adobe Sign deployments taking less

than three months to break even and reducing cycle time by 28x.<sup>‡</sup> They also save employees an average of 65 hours per year via working on documents with Acrobat, with over 300 hours saved as a result of IT administration and security team efficiencies.<sup>§</sup>

- **Global scale, security, and compliance**—Adobe is deeply committed to doing what it takes to earn your trust every day. Delivering predictable, reliable experiences and protecting the security and privacy of sensitive documents, data, and systems are a key focus. Adobe pioneered the PDF open standard and is leading open, standards-based digital signatures as a founding member and driver of the [Cloud Signature Consortium](#).

## Flexible plans directly from Adobe.

Document Cloud offers standalone solutions for [Acrobat](#) and [Adobe Sign](#) as well as bundled plans that include Acrobat Pro DC, Adobe Sign (Business or Enterprise), and access to the Adobe Admin Console. Document Cloud plans are available via an Enterprise Term License Agreement (ETLA) purchased directly from Adobe.

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*“ [When COVID-19 hit], our city’s finance teams were suddenly working from home. They started running invoices through Adobe Sign and saved time, money, and effort. We digitized so many departments overnight—it was really exciting. ”*

KIMBERLY FLIN, Digital Workplace  
senior business analyst, City of Seattle



<sup>†</sup> [The Total Economic Impact of Adobe Sign](#), a commissioned study conducted by Forrester Consulting on behalf of Adobe, August 2019.

<sup>§</sup> [The Total Economic Impact of Adobe Acrobat DC](#), a commissioned study conducted by Forrester Consulting on behalf of Adobe, August 2019.

