



Transform citizen experiences and drive government efficiencies with digital documents that flow.

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 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:

- 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 SharePoint or using Acrobat PDF shared reviews.
 - 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](#).

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
 - 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 Office 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.

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

- 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.

"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

- 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.
 - Adobe 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.

Transform one process—or all of them.

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



CITIZEN SERVICES

Offer smart, mobile form-filling experiences that simplify applications and digital enrollment.

- Licensing and permits
- Benefits enrollment
- Grant applications
- Housing programs



HUMAN RESOURCES

Attract and retain quality candidates and millennials with an all-digital HR experience, including:

- Enrollment forms
- New hire onboarding
- Policy acknowledgments
- Vacation request forms



PROCUREMENT

Ensure proper delivery to the right place at the right time with smart digital workflows:

- Vendor contracts
- RFP and bid packages
- Onboarding forms
- Internal approvals



LEGAL AND COMPLIANCE

Give employees self-serve access to preapproved legal documents, and simplify compliance:

- Nondisclosure (NDA) agreements
- Inspections and audits
- Court filing and discovery
- ADA compliance



FINANCE

Streamline routine tasks and ensure compliance with digital workflows that enforce policy automatically:

- Expense reporting
- Travel reimbursement
- Invoice review and approval
- Budget approval

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

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. Adobe 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).

“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

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.† 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.§

- **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.

Adobe Document Cloud offers standalone solutions for [Adobe 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.

“Adobe is very committed to continuing to work with us on Adobe Sign now and in the future. Some companies provide mainly sales support, but Adobe has provided legal, technical, and ongoing support as we start rolling out Adobe Sign across Sonoma County.”

CAROLYN STAATS
Records manager and project manager,
Sonoma County, California

† “The Total Economic Impact of Adobe Sign,” a commissioned study conducted by Forrester Consulting on behalf of Adobe, August 2019.

§ “The Total Economic Impact of Adobe Acrobat DC,” a commissioned study conducted by Forrester Consulting on behalf of Adobe, August 2019.

Adobe Document Cloud

Access the latest apps, including PDF services** that link desktop, mobile, and web.

Acrobat Pro DC
 Adobe Sign—
 Business
 Adobe Sign—
 Enterprise
 Document Cloud
 for enterprise

PDF solutions					
Cross-platform support	Get connected workflows and robust feature sets across Windows and macOS, through web browsers, and on iOS and Android mobile devices. ¹	.			.
Create PDF	Convert documents and images to PDF files.	.			.
Edit PDF	Update text and images, reflow paragraphs, and add numbered or bulleted lists in a PDF.	.			.
SharePoint and OneDrive integrations	Create, manipulate, and view PDF files from within Microsoft SharePoint and OneDrive.	.			.
Microsoft Office integration	Create, protect, and send PDFs from Microsoft Office with the Acrobat ribbon.	.			.
Export PDF	Convert PDFs to Word, Excel, or PowerPoint—with formatting intact.	.			.
Combine files	Combine multiple documents into one PDF.	.			.
Organize pages	Delete, insert, extract, split, or rotate pages in a PDF.	.			.
Protect	Add copy and edit protection to PDFs.	.			.
Prepare forms	Turn paper or Word documents into fillable PDF forms.	.			.
Send for review	Share PDF links to collect and track comments from multiple reviewers in a single PDF. Set deadlines, automatic reminders, and track all activity.	.			.
Share and track	Share links of PDFs for viewing, reviewing, signing, and tracking progress.	.			.
Enhance scans	Turn scans of paper documents into smart, searchable PDFs with selectable text.	.			.
Edit scans	Turn scanned documents into instantly editable PDFs with fonts that match the original text.	.			.
Redact	Permanently delete text, graphics, or hidden data in PDFs.	.			.
PDF standards	Convert and validate PDF/A, PDF/E, or PDF/X files to comply with ISO standards.	.			.
Accessibility	Create and validate PDFs to meet accessibility standards for people with disabilities.	.			.
Cloud storage integrations	Access and store files in your Box, Dropbox, OneDrive, and Google Drive accounts.	.			.
Print production	Preview, preflight, correct, and prepare PDF files for high-end print production.	.			.
Acrobat Reader mobile app	Convert Office 365 files to PDF, collect feedback on shared PDFs, and combine multiple PDFs into one file from a mobile device.	.			.
Edit and organize on the go	Edit text or images—or rearrange pages—in a PDF on your iPhone, iPad, Android tablet, or Chromebook with Android support. ¹	.			.
PDF web services	Create, export, combine, and organize PDFs; fill and sign forms; and send PDFs for review or signature from a web browser. ¹	.			.
Adobe Scan mobile app	Capture and convert papers and whiteboards to high-quality Adobe PDFs you can search, annotate, fill, sign, edit, and more. ¹	.			.
E-signatures					
Send for signature	Request signatures from others with Adobe Sign and track progress in real time.
Fill and sign	Fill forms, type or draw your e-signature, or sign with a certificate-based digital ID, such as a CAC or PIV card..
Keep records	Store signed documents and audit trails securely, and send copies to all parties automatically. ¹
Adobe Sign mobile app	Get in-person signatures and manage signing processes from an Android or iOS device. ¹
Web forms	Embed signable forms into your website, so citizens or employees can fill, sign, and submit forms 100% digitally.
Simple identity verification	Verify signers with two-factor authentication, such as logging in with a password or social ID.
Bulk sign	Send one document to many people—each recipient gets a personalized version to sign.
Departmental branding	Create e-signature processes with standardized settings and a branded signer experience, such as your department or program logo.
Integrations	Add e-signatures to your business applications, including Workday, ServiceNow, Ariba, and across the Microsoft portfolio, including SharePoint, Dynamics, Teams, Flow, and more.
Preferred by Microsoft	Work with Adobe Sign—Microsoft's preferred e-signature solution—directly from Office 365 applications.
Workflow designer	Use a visual designer to create workflow templates that drive consistent, error-proof signing processes.
Form data	Collect form data or files from signers, and send to back-end systems automatically.
Languages	Deliver multilingual signer support with 28 languages available.
Dynamic documents	Work with Conga, Drawloop, or Adobe Experience Manager Forms to dynamically generate documents for signing.	.	.	\$	\$
Enhanced identity verification	Stronger signer identity verification with two-factor authentication such as SMS one-time passcodes or knowledge-based authentication. ²
Government ID verification	Require signers to scan a government-issued ID, like a driver's license or passport, using their mobile phone for an automated authentication.
EVault	Work with eOriginal asset management services to protect high-value documents after signing.	.	.	\$	\$

** PDF services require an Internet connection and are available only to users 13 and older. Use of services and applications requires agreement to additional terms and Adobe's Privacy Policy (see www.adobe.com/aboutadobe/legal.html). Applications and services may not be available in all countries or languages and may be subject to change or discontinuation without notice.

Administration and support				
Serialized licensing	Deploy Acrobat DC using a volume license serial key. ³	•		•
Named user licensing	Deploy Acrobat DC with named users based on Federated ID, Enterprise ID, or Adobe ID.	•		•
Adobe Admin Console	Use a web console to centralize management of Adobe Document Cloud and Adobe Creative Cloud ³ users.	•		•
Virtualization	Deploy Acrobat in virtualized environments with support for Citrix XenApp, Citrix XenDesktop, VMware Horizon, Microsoft App-V, and Microsoft Windows Terminal Server (WTS).	•		•
Deployment	Streamline Acrobat installation and configuration with Microsoft Windows Server Remote Desktop Services, Apple Remote Desktop, Adobe Customization Wizard, Creative Cloud Packager, Adobe Update Server Setup Tool, and Adobe Remote Update Manager.	•		•
Create custom tool	Create a customized collection of Acrobat features to simplify specialized business tasks.	•		•
Action Wizard	Create guided actions in Acrobat to step workers through PDF tasks consistently and efficiently.	•		•
Adobe Sign admin	Configure and manage department- or company-wide e-signature and approval processes.		•	•
Continuity	Access signed documents even after workers have left the company.		•	•
EMM	Securely manage employee mobile apps and devices using enterprise mobility management (EMM).	•	•	•
Enterprise support	Get 24x7, 365-day support with experts in deployment, licensing, and other IT topics, as well as open and track support cases.	•	•	•
Security				
Smart JavaScript execution	Use sophisticated and granular controls for whitelisting and blacklisting JavaScript execution for Windows and macOS.	•		•
Secure authentication	Further secure your intellectual property with an Enterprise ID or Federated ID single sign-on (SSO) to maintain company ownership of assets.	•		•
Cross-domain configuration	Control access to resources in another domain with restricted cross-domain access for both Windows and macOS X.	•		•
Device security	Protect sensitive information with password and security features that move across devices.	•		•
Certified security standards	Meet requirements for various industry security and privacy standards with FedRAMP Tailored, SOC 2 Type 2, and ISO 27001:2013 certifications.	•		•

⁵ Additional fees apply.

¹ Requires PDF services, included with Acrobat DC subscription.

² Knowledge-based authentication available in the United States only.

³ Access to Adobe Creative Cloud storage requires membership. Access to Acrobat is available in North, Central, and South America and the Caribbean only.

