



Maximize your investment in ServiceNow.

Eliminate ink signatures while reducing legal and compliance risks with the most-comprehensive e-signature solution for ServiceNow.

Adobe Sign, an Adobe Document Cloud solution, is the most-comprehensive e-signature solution for ServiceNow. It streamlines the signing process by allowing you to add legally binding e-signatures to virtually any process, task, or document, such as IT service management (ITSM), contracts, or customer service.

By adding legally binding e-signatures to your ServiceNow documents, you'll eliminate manual paper processes and provide an end-to-end digital experience while reducing legal and compliance risks. Download the Adobe Sign integrations for ServiceNow free from the [ServiceNow Store](#).

Save time. Sign faster.

Adobe Sign for ServiceNow speeds approvals and provides end-to-end digital workflows for your most critical document processes. With a touch or a click, you can prepare and send contracts, IT requests, onboarding documents, and forms for e-signature—quickly and easily within ServiceNow. Real-time tracking lets you monitor the status of all outstanding documents, so you always know where they are in the approval process. And signed documents are automatically archived directly in ServiceNow, along with a detailed audit trail. You can even gather data from signers during the approval process by adding form fields to electronic contracts.

Increase productivity in no time.

Adobe Sign provides two ready-to-use integrations: one for ServiceNow workflows, and one specifically tailored to HR Service Delivery applications. It's easy to connect e-signature capabilities anywhere in the ServiceNow workflow. Add Adobe Sign to any HR document template or task-based table for quick inclusion in any HR Service Delivery. Or, use the Workflow Designer to add electronic signatures to any new or custom workflow—all without coding. Boost productivity across your organization by eliminating manual approval tasks—like faxing or mailing paper documents—that can slow down your automated ServiceNow processes.

Adobe Sign can be used across all departments to expedite signature processes.



IT

- Asset documentation and tracking
- Change forms
- Authorization forms
- Access management
- Incident reporting
- Work orders



HR Service Delivery

- New hire onboarding
- Code of conduct
- Telecommuting forms
- Policy acknowledgments



Cross-Department

- Nondisclosure agreements (NDAs)
- State-required forms
- Audits
- Outside counsel agreements
- Internal compliance
- Contract management



Contract Management

- Insurance contracts
- Lease agreements
- License agreements
- Maintenance agreements
- Nondisclosure agreements
- Purchasing agreements
- Purchase orders
- Service agreements
- Software licenses
- Subscription agreements
- Terms and conditions contracts
- Warranty agreements

With Adobe Sign, signatures that once took days or weeks to obtain, can take just hours or even minutes. And employees don't have to be in the office to keep the process running smoothly because they can send documents for signature and monitor their progress from any device.

Deliver an exceptional signing experience—from desktop to mobile.

Adobe Sign for ServiceNow makes it easy for anyone to sign, from anywhere, with just a few clicks. Recipients receive an email with a link when a document needs their approval. Whether they are in the office or on the go, all they have to do is click or tap the link from any browser or mobile device to open the document and sign. No additional software or downloads are needed. Once they've signed, they receive a copy of the approved document for their records. And the whole process only takes a couple minutes. You can also create a more personalized and engaging signing experience for both customers and employees by adding your company's branding to every touchpoint of the approval process. And you can create customized communications for signature requests and confirmation emails.

Secure documents and ensure compliance.

Adobe Sign protects your documents and data with the highest level of authentication, global security standards, and legal compliance. Protect valuable information with rigorous Adobe Sign security standards, including ISO 27001 and SOC 2 Type 2. Use two-factor authentication methods, such as phone and knowledge-based authentication. And build end-to-end electronic and digital signature processes that ensure compliance with e-signature laws, including the U.S. E-SIGN Act and EU eIDAS Regulation.

Choose a leader in digital documents to accelerate business transactions.

Join the ranks of industry leaders that are using Adobe Sign to speed the signing process across IT, HR, and many other department workflows throughout the organization. And it's from Adobe, the company that created PDF and has been a leader in digital documents for more than 25 years.

About the HR Service Delivery integration

The HR Service Delivery integration is a separate integration that allows you to send any Managed Document or HR Document Template for one or many signatures directly from an HR Case Record. The Adobe Sign for HR Service Delivery does not require that you have ServiceNow Orchestration, and workers can access documents directly from the HR Service Portal.

About the Adobe Sign v2 plug-in

The Adobe Sign for ServiceNow v2 plug-in is now available for free from the [ServiceNow Store](#). With the v2 plug-in, additional licensing is required. Users can add signatures to most Now Platform tasks or modules with a very simple installation and configuration process. Users can sign multiple documents with multiple signatures plus capture and merge data with signing experiences available in the app or via email. The v2 plug-in works across the Now Platform including IT authorization, contract management, employee onboarding, and self-service.

About Adobe Document Cloud

Adobe Document Cloud helps organizations drive business faster and deliver superior customer experiences, on any device, by making paper-based processes 100% digital. At the heart of Document Cloud is Adobe Acrobat DC, the world's best and most trusted PDF solution; Adobe Sign, the leading e-signature solution that allows anyone to sign and send documents from any device; and powerful companion mobile apps.

Adobe Document Cloud offers integrations with industry leaders—like ServiceNow, Microsoft, Salesforce, Workday, Dropbox, and Box—so customers can access PDF and e-signature features in the systems already in use.

"In an IT environment, you don't want to wait a long time to replace faulty equipment. Now we don't have to watch for the emails going back and forth, or wait for scanned copies of the signed purchase order. With Adobe Sign, you only see things when you need to. Nothing gets lost in the shuffle anymore."

CARRIE SIWIEC
Staff accountant, Kantar ITP

"We saw the impact of Adobe Sign right away. In less than four months, we reduced the average time for onboarding cases from more than nine days to just over one day."

NIAMH HOEY
Continuous improvement lead,
European People Services Center, Telefónica

