

How to transform digital document and signature processes in government.

Delight citizens. Save time and money. Enhance security.

Today's citizens expect fast, mobile-friendly services and the 21st Century Digital Experience Act (IDEA) legislation permits agencies to innovate. Modernizing your document and signature processes is a critical step in addressing these new digital experience goals, and Adobe is here to help.

Four easy ways to create a modern digital experience.



1 Meet citizen expectations— with a smooth forms experience.

- Let citizens find and fill forms on their mobile devices.
- Use artificial intelligence (AI) to quickly turn existing forms into intelligent digital forms.
- Build requirements and error-checking right into your forms.
- Speed form filling by prefilling with information you already have.
- Eliminate delays by sending form data directly to back-end systems.

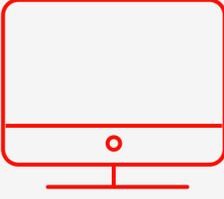
2 Shred the paper, toss the pen— with secure and compliant e-signatures.

- Let citizens sign anywhere and on any device.
- Confidently verify citizen identities in compliance with the [U.S. Electronic Signatures in Global and National Commerce \(ESIGN\) Act](#).
- Automate tracking of employee signature requests that require a personal identity verification (PIV) card or common access card (CAC).
- Process forms faster with automated approval workflows.
- Eliminate delays by controlling who signs where— and in what order.



3 Shorten internal processing time— from days to hours.

- Add [workflow automation](#) and e-signatures to your existing applications, like Microsoft 365.
- Eliminate manual tracking.
- Send, track, and manage requests in one place.
- Send reminders, enforce deadlines, and get notified when people take action.
- Automatically deliver and archive final documents with audit trails.



4 Earn citizen trust— with enhanced security and compliance.

- Create repeatable, error-free review and approval workflows.
- Control workflow routing and actions to meet policy requirements.
- Protect sensitive information with FedRAMP-approved tools.
- Standardize approved forms and workflows using a central library.
- Fix and enhance accessibility for people with disabilities.



Proven time and cost savings.

How much time and money can you save by digitizing your document, signature, and forms processes?

Forrester's 2019 Total Economic Impact study reveals:



28x faster

Average time to get a signature



\$5.5M

Projected value over 3 years, net of costs



420% ROI

Over 3 years and < 3 months to break even

* "The Total Economic Impact" of Adobe Sign," a commissioned study conducted by Forrester Consulting, on behalf of Adobe, August 2019

The State of Hawaii reports:



\$5M savings

Over 2 years on paper, printing, and labor costs



24k fewer

Pages of printed paper per day



12-day

Reduction in service approval time from 2 weeks to 2 days

Overhauling your agency's entire documentation and forms process all at once may not be realistic. Nor is it necessary. Adobe Document Cloud will set you on the right path fast— and provide the momentum you need to keep going!

See how you can get started today.

[Get started](#)