Adobe Sign
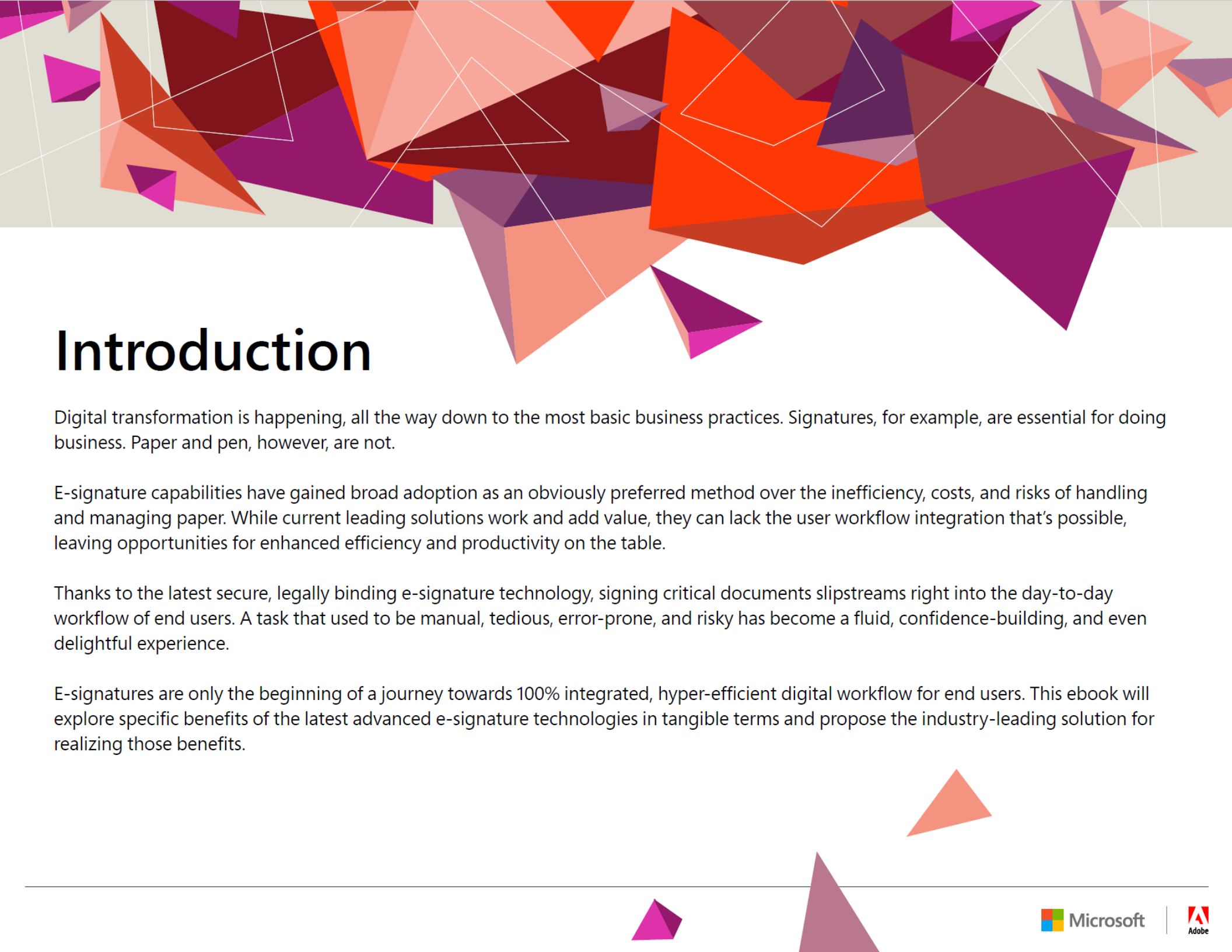
From e-signing to digital workflow transformation

Making your mark on efficiency and profitability with advanced digital workflows.

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Introduction

Digital transformation is happening, all the way down to the most basic business practices. Signatures, for example, are essential for doing business. Paper and pen, however, are not.

E-signature capabilities have gained broad adoption as an obviously preferred method over the inefficiency, costs, and risks of handling and managing paper. While current leading solutions work and add value, they can lack the user workflow integration that's possible, leaving opportunities for enhanced efficiency and productivity on the table.

Thanks to the latest secure, legally binding e-signature technology, signing critical documents slipstreams right into the day-to-day workflow of end users. A task that used to be manual, tedious, error-prone, and risky has become a fluid, confidence-building, and even delightful experience.

E-signatures are only the beginning of a journey towards 100% integrated, hyper-efficient digital workflow for end users. This ebook will explore specific benefits of the latest advanced e-signature technologies in tangible terms and propose the industry-leading solution for realizing those benefits.

Empowering users to get more done

Today's leading business productivity apps such as Microsoft Office 365 are state-of-the-art and established in their ability to give end users the features and capabilities they need to do their jobs and get day-to-day work done efficiently.

For example, users can collaborate on documents easily through shared public folders, and materials can be routed efficiently through the assignment of virtual teams. These are user experiences workers are very accustomed to and already productive working within.

So when new capabilities are delivered to end users, such as applying and managing electronic signatures, it makes sense to integrate those new features as tightly and seamlessly into familiar environments as possible. This is in contrast to solutions that force users to e-sign in a standalone app and then save, file, and manage the document separately.

But with the latest integrated e-signing technology, there's little to no learning curve or disruption to user workflow. Users gain the proven efficiency, speed, and productivity of paperless signatures, without the time-wasting hassles of toggling back and forth between applications.

In the 2017 study commissioned by Adobe, *The Total Economic Impact™ of Adobe Sign: Cost Savings and Business Benefits Enabled by Adobe Sign*, Forrester reported these productivity benefits of using Adobe's integrated e-signature solution:

21x
Signatures received faster as signature cycles decreased from 8 days to 3 hours

+49k
Worker hours saved in 3 years

2.5
Hours saved per new hire through signing onboarding documents online

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Staying competitive by moving with agility

A key factor of modern business is that the fastest mover typically wins. Your organization's ability to communicate, shift course, and deliver nimbly keeps you on the competitive playing field and gives you an edge.

The right integrated e-signature capabilities contribute to that agility by dramatically reducing administrative overhead and decreasing the possibilities for costly and time-consuming human error. The ideal solution includes signature case management features, with enhanced visibility into the flow of documents across the organization.

Agility also means empowering end users to act on documents wherever they are. Which is why leading e-signature solutions support the complete range of end-user devices: PCs, mobile phones and tablets.

In addition to the drastically reduced signature cycle time cited in the Forrester report on Adobe Sign, these agility benefits were also found:

20%
Potential revenue increase due to faster sales signature processes

Up to
20%
Of staff time repurposed to more strategic work

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Minimizing risk through security and compliance

A common barrier to adopting e-signatures and letting them permeate enterprise-wide workflow are understandable concerns over security and compliance. Industry-specific compliance standards and accessibility regulations have been created and put in place to mitigate these concerns.

Leading e-signature solutions ensure documents are signed, managed, and stored in accordance with key standards including, among others:

- ISO 27001
- PCI DSS
- SOC 2 Type 2

Getting up to speed fast with easy deployment

The preferred implementation of e-signature solutions is cloud-based, which lets IT deploy and manage setup centrally in just minutes. As an experience embedded in leading cloud-based productivity suites such as Microsoft Office 365, there's no need to spend extensive time rolling out and installing software on end user devices.

Going beyond signatures to digital workflow transformation

Digital transformation is a journey of many key steps. Embracing the efficiency and agility of digital signatures is one of those steps. Making the right choice of e-signature solution sets you up for not just dramatic improvement in signature workflow, but potential for complete end-user workflow transformation.

Adobe Sign and Microsoft Office 365

Adobe has partnered with Microsoft to bring **100% secure digital workflow** to the cycle of requesting, tracking, receiving, and storing electronic signatures throughout the enterprise. When paired with Microsoft Office 365, Adobe Sign is Microsoft's e-signature solution of choice, and a great way to make even more out of your existing Office 365 investment.

Accomplish more in less time

Adobe Sign adds powerful e-signature tools to Office applications, so everyone in your organization can quickly collaborate on PDF documents and accelerate approval workflows.

- Access Adobe Sign tools right from the Office 365 navigation window in Outlook, Word, PowerPoint, Excel, SharePoint, and OneDrive

- Send electronic contracts for e-signature approval, and monitor status—all within Word, PowerPoint, Outlook, and Teams

- Enable customers to sign documents from anywhere, on any device

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Increase business agility

Speed time to market while decreasing administrative overhead and human error by automating repeatable approval and e-signature workflows within SharePoint and Flow.

Send electronic contracts for e-signature and track their progress from SharePoint and automatically store signed documents and data collected back in SharePoint

Route PDF documents for approval with smart SharePoint workflows, for example, route contracts for signature to multiple approvers based on their financial value

Incorporate e-signatures into apps supported by Flow—automatically kick off tasks after an agreement is signed and keep tabs on status using notification templates

Beefing up the bottom line

The 2017 Forrester report on Adobe Sign estimated the solution's potential 3-year financial outcomes:
- $1.6 million in savings
- 383% ROI

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Deploy in no time

Work with Office 365 admin tools to centrally deploy Adobe Sign fast. Use a web-based installer to configure your Office 365 accounts without installing additional software on users' desktop machines. Seamless support for Single Sign-On simplifies access for authorized users. And entitlements can be centrally managed from Adobe Admin Console, making it easy to adjust to changes on demand.

Global security compliance, and scale

Mitigate risk by ensuring that your documents are securely signed, managed, and stored in accordance with industry-specific compliance and regional regulations. Backed by hundreds of security features, processes, and controls, Adobe Sign is certified compliant with rigorous security standards, including SOC 2-Type 2 and ISO 27001. Documents are protected in development and in transit.

Environmental impact

Forrester's 2017 report on Adobe Sign calculated an estimated 3-year environmental savings potential for the solution:

43,000
gallons of water

14,175
pounds of wood

3,600
pounds of waste

Use cases

Automate document preparation, signing, and approvals across many different departments and functions across your organization.

Sales—Contracts, proposals, applications

Legal—NDAs, e-filing and e-discovery documents

IT operations—Asset and policy documentation, change authorization

Human resources—Benefits enrollment, onboarding, policy acknowledgements

Marketing—Comms reviews, publication, releases

Facilities—Leases, requests for service, planning

Procurement—Vendor contracts, RFPs and bids, onboarding

Product management—Requirement docs, roadmap reviews, manuals

Customer service—Service orders, field service acknowledgements, renewals

Adobe and Microsoft: The power of partnership

Adobe and Microsoft are strategic partners. With this partnership, you can maximize your investment in Adobe and Microsoft to accelerate digital transformation across your organization, deliver exceptional customer experiences, and adapt to changing environments to meet market demand.

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Case Study:
State of Hawaii increases government efficiency through enhanced paperless services from Adobe and Microsoft.

Hawaii is an outdoor lover's paradise. Fittingly, the State of Hawaii is embracing a paperless initiative that will reduce negative impacts on the environment. With population spread across multiple islands, it's a challenge for state government to reach all 1.4 million citizens quickly and efficiently.

But just as importantly, adopting digital processes, including supporting electronic documents, helps the government communicate and deliver services to citizens more effectively.

The Aloha state adopted Adobe Sign for its electronic signature needs and has reduced the back-and-forth that typically accompanies document review and approval processes. Workflows have been simplified for greater oversight and efficiencies.

For example, the Hawaii Department of Health will use Adobe Sign to manage signed immunization forms for 180,000 students in K-12 schools. Parents and guardians can sign the forms electronically, making it faster and easier to comply with this annual process.

Currently, as many as 25,000 employees interact with documents using Adobe Sign, either as a person initiating a document for signature or as a signer, and that number is expected to increase—potentially by tens of thousands.

Results:
- **80% less time** to process new hires
- **64,000+** electronic signature transactions in the first year
- Signed approvals returned in **hours, not weeks**
- Empowers employees to sign **anywhere on mobile** devices

"Using Adobe Sign as part of Hawaii's eSign Services, we eliminate much of the time previously spent preparing and routing documents. Being able to integrate Adobe Sign within existing SharePoint environments and department workflows gives state employees more options for an integrated solution to send and track documents." — Todd Nacapuy, Chief Information Officer, State of Hawaii

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Case Study:
AusNet Services delivers energy to millions of Australians by streamlining operations and procurement with Adobe Sign.

Keeping the lights on is serious work for AusNet Services, which powers 1.3 million Australian homes and businesses. The utility company helps maintenance crews minimize service disruption with a sophisticated procurement system, which is now even more efficient thanks to Adobe Sign.

With the speed of Adobe Sign, signed contracts are delivered to the email inboxes of AusNet executives in an average of two days instead of four weeks. As a result, AusNet can start improvements and new construction faster to deliver on their commitment of offering reliable services 24/7.

Adobe Sign integrates with AusNet Services' procurement system. Users can send and sign documents with just a few clicks, eliminating delays and costs associated with printing, distributing, and manual tracking. Adobe Sign also simplifies regulatory compliance with automated audit reports.

AusNet Services also used the MegaSign function in Adobe Sign to send a Code of Business Conduct form to 150 of their executives— most signed and returned forms within a few days. Automatic weekly reminders to those who hadn't signed also helped reduce administrative follow-up.

Results:
- Contract signing time reduced from **4 weeks to 2 days**
- **150 signatures acquired at once** with little effort
- **Compliance demonstrated** with audit trails
- **Resources reduced** with automated workflows

"With speed, efficiency, and auditability, Adobe Sign is a powerful tool that helps us improve operations to keep energy flowing for our customers."
— Cor van der Scheer, Procurement Processes & Systems Manager, AusNet Services

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