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FOR IMMEDIATE RELEASE

Defra Selects Adobe e-Government Solutions for UK Online Project

Adobe Secures Contract to Increase Efficient Document Processing for UK Government Reporting

LONDON — Oct. 1, 2003 (NASDAQ: ADBE) — Adobe Systems Incorporated, the leader in network publishing, today announced that the United Kingdom's Department of Environment, Food and Rural Affairs (Defra) has selected Adobe e-Government solutions to enable the department to deliver its services electronically. Adobe's Document Server for Reader Extensions, a server that extends the functionality of Adobe Reader for forms-based processes, will allow Defra clients to securely download and electronically submit Defra application forms for key services, such as government grants and export certificates.

Defra selected the Adobe e-Government solutions to improve the speed of interaction with its constituents. The ability to submit forms instantly online, and the automation of several previously manual, paper-based administrative processes is expected to lead to significant timesavings. The Adobe solution also will create significant efficiencies for Defra employees, reducing the need for re-keying information, and streamlining internal processes such as completing timesheets and expense forms.

"The thousands of forms we create, sometimes up to twenty pages long, need to be carefully managed. Defra has therefore been actively investigating ways to simplify the application processes for a number of years," said John Kennedy, IT Programme Manager at Defra. "We needed a secure format which intuitively cut down the amount of work the applicant needs to do, and we needed it as soon as possible. As a long-standing and trusted Government supplier, Adobe was a clear choice. PDF is such an established and user-friendly format, the end-user does not need extensive training or education to use it, which is ideal for our needs."

"Defra clients don't have the time, or inclination, to spend hours at a desk filling in forms," said Terry Robinson, government enterprise manager at Adobe. "Whilst it's a necessary part of Defra employees' job, there is no doubt that they would welcome a system that made this process less onerous. The initial deployment of Adobe Document Server for Reader Extensions has demonstrated that automating the workflow associated with form-filling not only significantly reduces the burden for Defra clients, but also for Defra staff."

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About Adobe Systems Incorporated

Founded in 1982, Adobe Systems Incorporated (www.adobe.com), the leader in network publishing, offers a comprehensive line of software for enterprise and creative professional customers. Its products enable customers to create, manage and deliver visually rich, compelling and reliable content. Based in San Jose, Calif., Adobe is one of the world's largest software companies.

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