

Australian Department of Innovation, Industry, Science and Research

Australian Department of Innovation, Industry, Science and Research uses Adobe® LiveCycle® ES solutions for its business.gov.au initiative

Australian Department of Innovation, Industry, Science and Research

www.industry.gov.au



In Partnership With

Avoka Technologies
www.avoka.com

Industry

Government

Challenges

- Provide businesses with online access to government information and services
- Deliver online transaction services to make it easier, faster, and more convenient for businesses to work with government

Solution

- Government online
 - Automated constituent services
- The Department of Innovation uses Adobe LiveCycle ES solutions to deliver, transact, and capture information shared between Australian businesses and the government.

Results

- Improved business and government processes
- Lowered administrative overheads
- Eliminated rekeying of forms data
- Created an electronic information delivery channel
- Improved constituent services

Systems At A Glance

- Adobe LiveCycle Process Management ES
- Adobe LiveCycle Forms ES
- Adobe LiveCycle Reader Extensions ES
- Adobe LiveCycle Rights Management ES
- Adobe LiveCycle Digital Signatures ES

Driving innovation and growth

The Department of Innovation, Industry, Science and Research develops and implements a range of industry policies and business assistance programs that build on the Australian Government's three key drivers of economic growth: innovation, investment, and international competitiveness. These policies and programs are designed to increase the international competitiveness of Australian manufacturing, resources, and service industries; develop Australia's innovation and technology capabilities and infrastructure; and facilitate an increased level of foreign investment in Australia. The Department works in close partnership with industry—and with a range of other stakeholders—to achieve these goals.

To provide Australian business with simple, convenient access to all the government information, transactions, and services they need, the Department of Innovation initiated business.gov.au. This service provides essential information on planning, starting, and running a business, as well as a broad range of required and auxiliary information and services to assist business owners throughout the life of a business. These include services ranging from registering a business name to building and development applications.

Giving business tools for faster, streamlined services

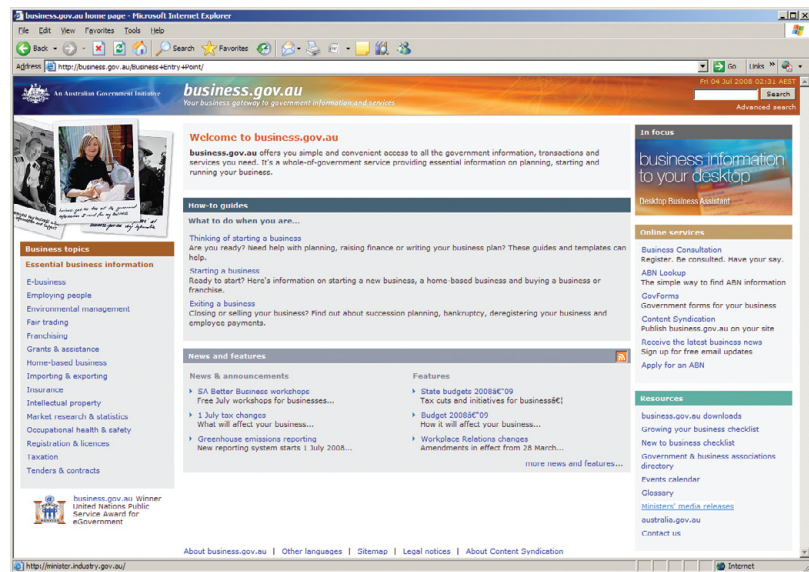
According to Mike Sibly, General Manager, Online eBusiness Services Branch, business.gov.au, the majority of Australian small and medium enterprise businesses (SMEs) use forms to interact with government agencies, many via the www.business.gov.au website. Each month the site receives more than 400,000 visitors as well as 7 to 9 million searches for Australian Business Number information. The site also hosts GovForms which provides businesses with access to more than 6,500 government forms, of which approximately 75% are already in Adobe Portable Document Format (PDF).

“We conducted an extensive evaluation process to find a more efficient electronic forms platform to help with the development of GovForms,” says Mr Sibly. “The goal was to find solutions that would help reduce red tape, save Australian SME's time and money, lower administrative overhead, and offer a consistent and easy-to-use solution.”

To help develop and enhance the GovForms services available on the business.gov.au website, the Department of Innovation collaborated with an Australian-based Adobe integration partner to deploy several Adobe LiveCycle ES solutions, including LiveCycle Process Management ES, LiveCycle Forms ES, LiveCycle Reader® Extensions ES, LiveCycle Digital Signatures ES, and LiveCycle Rights Management ES. The aim was to work closely with government partner agencies to continually increase the availability and uptake of dynamic Adobe PDF forms.

For the Department of Innovation, the Adobe LiveCycle ES solutions provide a secure and flexible way to extend the power and reach of enterprise applications inside and outside the department's firewall. The solutions enable the department to create interactive forms integrated into everyday

The Department of Innovation's *business.gov.au* site provides information on planning, starting, and running a business, and a broad range of required and auxiliary information and services to assist business owners. Adobe LiveCycle ES solutions and Adobe PDF provide a secure and flexible way to extend the power and reach of enterprise applications inside and outside the department's firewall.



“The Adobe solution provides a mechanism that transforms the flow of information and drastically improves the public’s interactions with government agencies. By adopting Adobe LiveCycle ES, the department can save Australian businesses a considerable amount of time and money.”

Mike Sibly,
General manager,
Online eBusiness Services Branch,
business.gov.au

For More Information
www.adobe.com/products/livecycle/

business processes. The result: the Department of Innovation can replace inefficient, manual, paper-based processes with streamlined, automated processes to better serve customers, partner agencies, and employees.

Services and information on-demand

“One of the reasons we are using Adobe LiveCycle ES solution is the ubiquitous nature of the free Adobe Reader. This means that every Australian SME can use the online PDF forms without any cost and can work with that form both online and offline anytime, anywhere,” Mr. Sibly says.

The business logic, client-side validation, and dynamic nature of Adobe PDF forms means they can be downloaded, completed offline, and then submitted later. The forms can hide and show information relevant for that individual user. Built-in help can also guide users through PDF forms, delivering a much richer, easier user experience. A copy of the PDF form and related data can be retained and saved for a user’s records. At the same time, the PDF forms can be securely pre-filled with common information about an individual or business.

“The Adobe solution allows an Australian SME to store a group of transactions as favourites, such as registering for an Australian Business Number,” says Mr. Sibly. “This will save them time and hassle in not having to repeatedly fill out the same information in subsequent forms.”

According to Mr. Sibly, the Adobe solution ultimately enables Australian businesses to interact with the government in a consistent way, electronically. “The Adobe solution provides a mechanism that transforms the flow of information and drastically improves the public’s interactions with government agencies,” he says. “By adopting Adobe LiveCycle ES, the department can save Australian businesses a considerable amount of time and money.”



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