Delivering flexible and accessible education.

Seneca College improves sustainability, productivity, and experiences across ten campuses with Adobe Sign.

Seneca

"By implementing Adobe Sign, we're improving efficiency, saving time, and providing better experiences for staff and students."

Radha Krishnan, Chief Information Officer, Seneca College

SOLUTION

Adobe Sign, an Adobe Document Cloud solution

Oracle PeopleSoft Human Capital Management

RESULTS

Documents signed in **UNDER ONE HOUR** instead of five days

Visibility for a reliable **AUDIT TRAIL**

Ability to **COMPETE** for talent with speed, convenience

Enhanced **PRODUCTIVITY** through digitalization

Seneca College

Established in 1967

Students: 28,000 full-time; 70,000 part-time

Toronto, Canada

www.senecacollege.ca

CHALLENGES

· Use digitalization to benefit staff productivity

· Meet school and government paperless initiatives

· Deliver more competitive experiences to hire strong talent

USE CASES

· Digital Workflows

· HR Efficiency

Flexible, easy-to-access education

Learning today doesn't just happen in traditional classrooms. With ten campuses across the Toronto metro area, Seneca College offers students a wide range of flexible learning experiences, from in-class lectures to field placements with local industry leaders. Students can choose from full-time, part-time, and continuing education options to earn advanced diplomas, graduate certificates, or bachelor's degrees in business, science, fashion, media, aviation, and other fields.

Providing students with quality education is a priority for Seneca College. But creating outstanding educational experiences requires that every department supporting operations has to run as efficiently as possible. College IT administrators thought that moving toward digital workflows and electronic signatures could give operations the needed productivity boost. Digital workflows would also help Seneca College meet sustainability initiatives promoted by the college and local governments to cut paper waste and reduce energy use.

"Working with paper-based workflows can often be slow, particularly when signatures are required," says Radha Krishnan, Chief Information Officer at Seneca College. "We have ten locations across the greater Toronto area, so routing paperwork and waiting for signatures can add huge delays."

Some departments were already working with an electronic signature solution, but Krishnan thought that the college could maximize cost efficiency and ease of use by standardizing all departments and campuses on one solution. After comparing several electronic signature solutions, Seneca College selected Adobe Sign, the electronic signature solution within Adobe Document Cloud.

"Most documents needed multiple signatures across any of our ten campuses, so it could easily take up to five days to get all signatures. With Adobe Sign, most documents now get signed in under an hour."

Radha Krishnan, Chief Information Officer, Seneca College

"Adobe Sign impressed us for three reasons," says Krishnan. "It's extremely flexible, allowing us to use Adobe Sign for a variety of applications. Its rich APIs also allow us to integrate Adobe Sign with third-party solutions, such as Oracle PeopleSoft Human Capital Management, for even greater productivity benefits. In addition, Adobe Sign has the management capabilities you would expect from an enterprise-level solution."

Signatures in under an hour

With electronic signatures powered by Adobe Sign, electronic workflows are now widely used across Seneca College, particularly for human resources and procurement. Adobe Sign is now used to quickly and easily obtain required signatures and approvals on documents such as contracts, offer letters, credit card statements and authorizations, invoices, and non-disclosure agreements.

"Before Adobe Sign, staff would print physical copies of a document and place it in a binder that we would send for signatures," says Krishnan. "Most documents needed multiple signatures across any of our ten campuses, so it could easily take up to five days to get all signatures. With Adobe Sign, most documents now get signed in under an hour."

The process is simple. Staff log in to Adobe Sign using a single sign-on. They then enter the email addresses for all signatories, attach an electronic copy of the document to be signed, and identify signature and name fields. With one click, Adobe Sign sends the electronic document for signature.

For signatories, Adobe Sign is intuitive. They simply click on a link in an email to view and sign the document. Adobe Sign automatically forwards the document to the next signatory, and once everyone has signed, Adobe Sign sends all parties a clean copy of the document with everyone's signatures.

For staff sending the Adobe Sign document, managing the document workflow is also extremely easy. The Adobe Sign dashboard shows all documents out for signature and the status of each. Built-in reminders help reduce delays by automatically alerting staff when signatures are delayed.

"The visibility that Adobe Sign provides into the document journey improves auditability, which is a huge benefit for us," says Krishnan. "But the productivity benefits are also huge. By taking away manual tasks, we give our staff more time to spend on other priority activities to keep the college running smoothly for faculty and students."

Competitive hiring

Seneca College works with many contract staff, including faculty, counselors, librarians, and other academic staff. The college generates more than 12,000 of these contracts annually. Typically, staff output a contract created in PeopleSoft Human Capital Management (HCM) as a PDF file. Staff then email individual contracts to each employee, who would then need to print the PDF, sign the contract, scan the document, and email it back to HR.

SOLUTION AT A GLANCE

Adobe Document Cloud
  Adobe Sign

Oracle PeopleSoft Human Capital Management

Seneca College will soon streamline the contract workflow dramatically when it rolls out integration between Adobe Sign and PeopleSoft HCM. In this new integrated workflow, staff will generate and send a copy of the contract directly through PeopleSoft HCM. Adobe Sign will automatically create signature fields and use the PeopleSoft record to send the contract to the correct email. This will reduce the process of preparing and emailing contracts from minutes to seconds. Employees can quickly sign and return contracts without delay. Once returned, the workflow will automatically send the signed document to all parties, including human resources, which can immediately start payroll processing.

"Using Adobe Sign in the hiring process promises to improve experiences on several levels," says Krishnan. "We can obtain approval for recruitment listings and send offer letters faster. The integration with Oracle PeopleSoft HCM will allow us to send contracts quickly while dramatically reducing employee effort. All of this helps us give a great first impression when we're trying to recruit talented staff."

Expanding productivity gains

Taking advantage of the flexibility of Adobe Sign, Seneca College is expanding is use of electronic signatures to increase productivity beyond HR and procurement. After a strike extended a semester by two weeks, Seneca College sought to compensate students, particularly international students, because they had to cancel plane tickets or extend rentals. Using Adobe Sign, Seneca College created an online widget that allowed students to fill out a form, attach receipts and documentation, and sign the form. In two months, the widget was used by 12,000 students, allowing Seneca College to gather significant information about the strike's effects.

Seneca College is also exploring using Mega Sign when delivering college-wide documents for signature, such as mandatory policy reviews.

"Electronic signatures are continuing to gain popularity as people see the benefits of digitalization," says Krishnan. "We're sending 1,500 documents every month with Adobe Sign, and that number continues to grow. By implementing Adobe Sign, we're improving efficiency, saving time, and providing better experiences for staff and students."

For more information
http://acrobat.adobe.com/us/en/sign.html

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