

Improving health, safety, and welfare.

Franklin County delivers efficient, fiscally responsible services with the help of Adobe Sign.



"Adobe Sign is pivotal for our county's growth and IT strategy because it promotes a mobile workforce and increases efficiencies to help us accomplish more with our current staff."

Sean Crager, CIO, Franklin County

SOLUTION

Adobe Sign, an Adobe Document Cloud solution

RESULTS



REDUCES paper costs and physical storage needs



Supports growth with an efficient **MOBILE** workforce



AUTOMATES workflows for greater efficiency



Provides clear audit trails for greater **COMPLIANCE**



Franklin County

Established in 1784

Employees: 686

Chambersburg, Pennsylvania

www.franklincountypa.gov

CHALLENGES

- Update IT systems for enhanced efficiencies with growing mobile workforce
- Create a paperless environment
- Cost effectively add more services to support a growing county

SOLUTION AT A GLANCE

- Adobe Document Cloud
- Adobe Sign

For more information

<https://acrobat.adobe.com/us/en/sign.html>



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Meeting needs of a fast-growing population

Located in south central Pennsylvania, Franklin County is the fourth fastest-growing county in the state. To enrich social, economic, and environmental vitality, the county provides health, safety, and general welfare services to meet the needs of residents. The county government is dedicated to providing these services as efficiently and effectively as possible.

Franklin County officials realized that as the county grew, they would need to add more services and do so in a fiscally responsible manner. Officials focused on updating IT systems to streamline processes with a more mobile workforce and a paperless environment. "Adobe Sign was the turning point, providing the key e-signature component of our IT solution," says Franklin County CIO Sean Crager.

Compliance and cost savings

With 57 departments supporting a range of citizen services, Franklin County officials regularly have to sign numerous contracts. Previously, documents were signed in triplicate by multiple employees and vendors before receiving final approval from county officials. As a result, top officials were often buried in paperwork and could spend a lot of time faxing documents that didn't have an audit trail.

By integrating Adobe Sign, an Adobe Document Cloud solution, Franklin County has now moved toward a paperless environment with automated document workflows. Employees submit electronic forms to the county's document management system, Laserfiche, and are prompted to submit contracts for electronic signature through Adobe Sign. By eliminating the need to print out multiple copies, Franklin County reduces paper costs and eliminates physical storage needs, which frees up resources for other county efforts.

"Adobe Sign automatically delivers contracts to all required stakeholders, no matter how many signatures we need," says Ed Yonker, Application Software Specialist at Franklin County. "Adobe Sign gives us a clear audit trail at every step, adding visibility into government processes and helping the county meet compliance regulations."

Automatic reminders encourage timely response by notifying officials about pending contracts. The easy Adobe Sign interface enables people to sign at their desks or on their mobile devices or tablets, without sacrificing secure encryption for official documents. "Adobe Sign is pivotal for our county's growth and IT strategy because it promotes a mobile workforce and increases efficiencies to help us accomplish more with our current staff," says Crager.