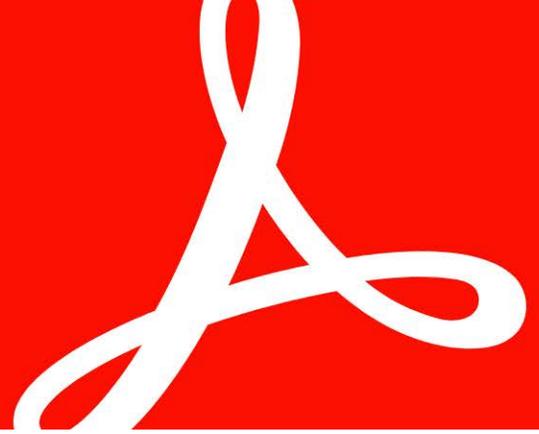




Adobe Acrobat Sign and ServiceNow

Eliminate ink signatures while reducing legal and compliance risks with the most-comprehensive e-signature solution for ServiceNow.



Adobe Acrobat Sign, an Adobe Document Cloud solution, is the most-comprehensive e-signature solution for ServiceNow. It streamlines the signing process by allowing you to add [legally binding](#) e-signatures to virtually any process, task, or document, such as IT service management (ITSM), contracts, or customer service.

By adding legally binding e-signatures to your ServiceNow documents, you'll eliminate manual paper processes and provide an end-to-end digital experience while reducing legal and compliance risks. Download the Acrobat Sign integrations for ServiceNow free from the [ServiceNow Store](#).

Save time. Sign faster.

Adobe Acrobat Sign speeds approvals and provides end-to-end digital workflows for your most critical document processes. With a touch or a click, you can prepare and send contracts, IT requests, onboarding documents, and forms for [e-signature](#)—quickly and easily in ServiceNow. Real-time tracking lets you monitor the status of all outstanding documents, so you always know where they are in the approval process. And signed documents are automatically archived directly in ServiceNow, along with a detailed audit trail. You can even gather data from signers during the approval process by adding form fields to electronic contracts.

Increase productivity in no time.

[Acrobat Sign](#) provides two ready-to-use integrations: one for ServiceNow Workflow, and one specifically tailored to HR Service Delivery. It's easy to connect e-signature capabilities anywhere in ServiceNow Workflow. Add Acrobat Sign to any HR document template or task-based table for quick inclusion in any HR Service Delivery. Or use the Workflow Designer to add electronic signatures to any new or custom workflow—all without coding. Boost productivity across your organization by eliminating manual approval tasks—like faxing or mailing paper documents—that can slow down your automated ServiceNow processes.

With Acrobat Sign, signatures that once took days or weeks to obtain can take just hours or even minutes. And employees

don't have to be in the office to keep the process running smoothly because they can send documents for signature and monitor their progress from any device.

Deliver an exceptional signing experience—from desktop to mobile.

Acrobat Sign for ServiceNow makes it easy for anyone to sign, from anywhere, with just a few clicks. Recipients receive an email with a link when a document needs their approval. Whether they are in the office or on the go, all they have to do is click or tap the link from any browser or mobile device to open the document and sign. No additional software or downloads are needed. Once they've signed, they receive a copy of the approved document for their records. And the whole process only takes a couple minutes. You can also create a more personalized and engaging signing experience for both customers and employees by adding your company's branding to every touchpoint of the approval process. And you can create customized communications for signature requests and confirmation emails.

"We saw the impact of Acrobat Sign right away. In less than four months, we reduced the average time for onboarding cases from more than nine days to just over one day."

Acrobat Sign user, Telefónica

Acrobat Sign can be used across all departments to expedite signature processes.



IT

- Asset documentation and tracking
- Change forms
- Authorization forms
- Access management
- Incident reporting
- Work orders



HR service delivery

- New hire onboarding
- Code of conduct
- Telecommuting forms
- Policy acknowledgments



Cross-department

- Nondisclosure agreements (NDAs)
- State-required forms
- Audits
- Outside counsel agreements
- Internal compliance
- Contract management



Contract management

- Insurance contracts
- Lease agreements
- License agreements
- Maintenance agreements
- Nondisclosure agreements
- Purchasing agreements
- Purchase orders
- Service agreements
- Software licenses
- Subscription agreements
- Terms and conditions contracts
- Warranty agreements

Secure documents and help ensure compliance.

Acrobat Sign protects your documents and data with the highest level of authentication, global security standards, and legal compliance. Protect valuable information with rigorous Acrobat Sign security standards, including ISO 27001 and SOC 2 Type 2. Use two-factor authentication methods, such as phone and knowledge-based authentication. And build end-to-end electronic and digital signature processes that help ensure compliance with e-signature laws, including the US ESIGN Act and EU eIDAS Regulation.

Choose a leader in digital documents to accelerate business transactions.

Join the ranks of industry leaders that are using Acrobat Sign to speed the signing process across IT, HR, and many other departments throughout the organization. And Acrobat Sign is from Adobe, the company that created PDF and has been a leader in digital documents for more than 25 years.

"In an IT environment, you don't want to wait a long time to replace faulty equipment. Now we don't have to watch for the emails going back and forth, or wait for scanned copies of the signed purchase order. With Acrobat Sign, you only see things when you need to. Nothing gets lost in the shuffle anymore."

Acrobat Sign user, Kantar ITP

About the HR Service Delivery integration

The HR Service Delivery integration is a separate integration that allows you to send any Managed Documents or HR Document Templates for one or many signatures directly from an HR case record. Acrobat Sign for HR Service Delivery does not require that you have ServiceNow Orchestration, and workers can access documents directly from the HR Service Portal.

About the Acrobat Sign v2 plug-in

The Acrobat Sign for ServiceNow v2 plug-in is now available for free from the [ServiceNow Store](#). With the v2 plug-in, additional licensing is required. Users can add signatures to most Now Platform tasks or modules with a very simple installation and configuration process. They can sign multiple documents with multiple signatures, plus capture and merge data with signing experiences available in the app or via email. The v2 plug-in works across the Now Platform including IT authorization, contract management, employee onboarding, and self-service.

About Adobe Document Cloud

[Adobe Document Cloud](#) helps organizations drive business faster and deliver superior customer experiences, on any device, by making paper-based processes 100% digital. At the heart of Document Cloud is [Adobe Acrobat](#), the world's best and most trusted PDF solution; Acrobat Sign, the leading e-signature solution that allows anyone to sign and send documents from any device; and powerful companion mobile apps.

Adobe Document Cloud offers integrations with industry leaders—like ServiceNow, Microsoft, Salesforce, Workday, Dropbox, and Box—so customers can access PDF and e-signature features in the systems already in use.

