Adobe

Government uninterrupted.
Three guiding principles shaping your digital future.

When stay-at-home orders were announced in 2020, many agencies around the country moved rapidly to respond to constituent needs. In a matter of days, they replaced paper signatures with electronic signatures and moved to virtual work—so people could access government services without interruption.

Here are some actions government agencies took and what you can do today to follow in their footsteps.

1 Keep the business of government running.

Agencies were open to new ways of providing government services to the public, quickly replacing paper processes with online citizen self-service.

How they did it.

The State of Iowa set up a new small business relief online application in less than two days. Using batch processing to collect signatures from business owners, Iowa delivered $52 million in financial relief in three weeks.

When a large federal agency had to close more than 1,500 field offices, critical forms could no longer be completed in person. The agency continued to provide access to citizen health insurance enrollment with online forms that were up and running within a week.

Struck by a 5.7 magnitude earthquake just as stay-at-home orders were received, the State of Utah quickly switched many departments to electronic signatures and routing. The emergency response team was able to get committee approval within minutes, instead of two or three days.

What you can do today:

- Use artificial intelligence (AI) to turn existing PDFs into web forms that can be signed and submitted electronically.

- Get up and running with automated routing and approvals of electronic forms in days.

- Respond to high-volume applications by sending personalized agreements in batch mode.

2   Empower employees to act quickly.

Agencies eliminated paper-driven processes wherever possible and consolidated resources into mission-critical areas like contract management and public assistance programs.

How they did it.

The City of Seattle kept invoices, purchase orders, and other signature processes moving during COVID-19 by getting 3,000 teleworkers up and running with Adobe Sign within three months.

One of the nation's largest counties standardized on Adobe Sign for over 100,000 employees and set up all-digital workflows across multiple departments, including digitizing purchase orders and requisitions, small business loans, and pet adoption forms.

The Colorado Department of Transportation used Adobe Sign to accelerate approval processes for roadway maintenance and construction. Change orders that used to take 30 days to process are now approved in just three days, which helps Colorado fix its roads faster.

What you can do today:

- Replace paper workflows with automated digital workflows and look for ways to reduce steps in the process.

- Use prebuilt integrations to add electronic signature workflows to the applications your teams use every day.

- Leverage dashboards and reports to provide users with timely insights.

3   Double down on enabling virtual work.

Agencies took advantage of integrated cloud solutions to get remote workers up and running quickly and provide easy-to-use digital alternatives for team collaboration.

How they did it.

A U.S. federal legislative body used Adobe Sign to set up a markup emergency remote voting system in just a few days to handle e-voting and proxy instructions to support members working from home due to COVID-19 restrictions.

Using digital methods to collect witness statements saved Police ICT Company 25,000 hours per year and cut processing time from four days to just minutes. Witness statements now take one-third of the time.

What you can do today:

- Deploy quickly with cloud-based e-signature software that lets employees log in and get right to work.

- Explore how easy it is to collaborate with co-workers and constituents by building document and signature workflows right into Microsoft Teams.

- Don't sacrifice security—at any price. Stick to applications with enterprise-grade, government-approved security capabilities.

Create your own digital transformation success story.

Meet the needs of your constituents faster, more efficiently, and more reliably than ever before. Adobe makes it easy for agencies to get started. Replace manual, paper-based processes with secure, all-digital workflows. With rapid time to value, Adobe allows you to communicate and collaborate efficiently. Anytime. Anywhere.

Contact us online or call 800-915-9430.