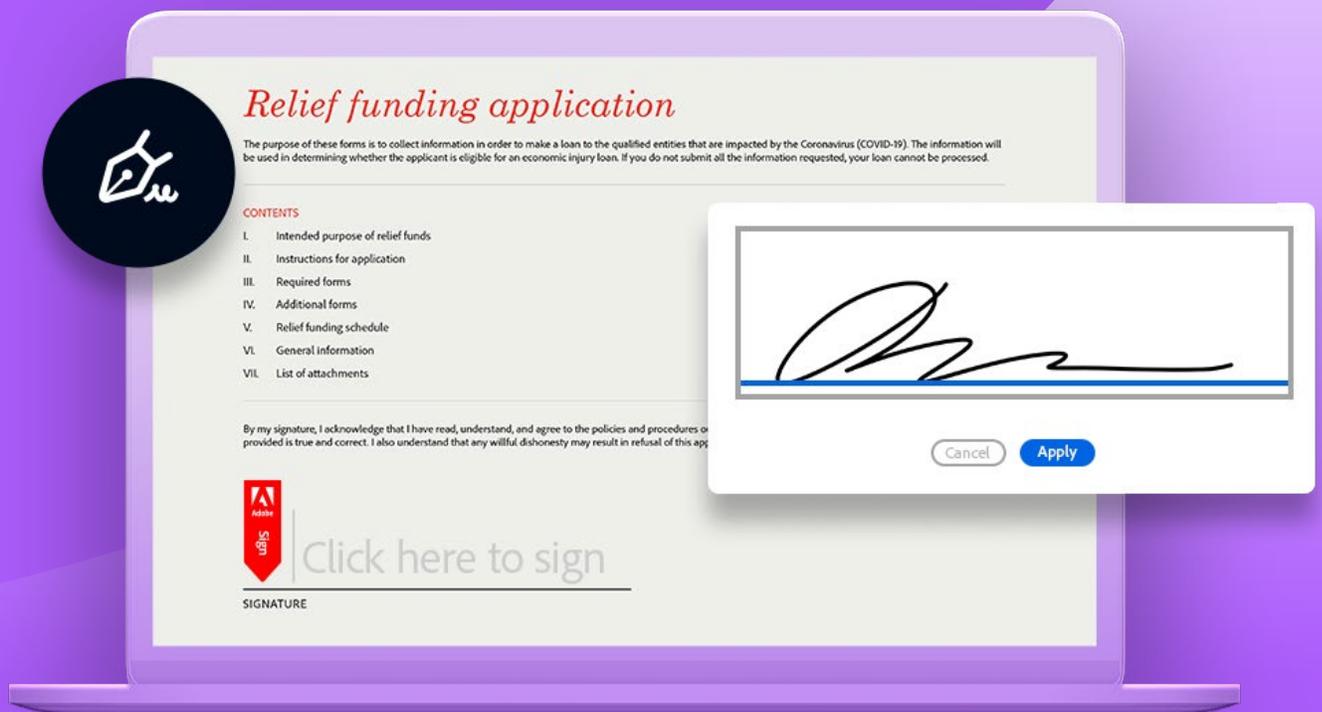**Adobe Sign**

The road map to service continuity.

Accelerating the transition to cloud services with digital forms, documents, and e-signatures.

Government uninterrupted.

Over the last few years, government agencies have embraced cloud technologies as a way to increase efficiencies and reduce overhead costs. Much of the transition was done slowly and carefully—one use case at a time—that is, until the global COVID-19 pandemic resulted in nationwide stay-at-home orders.

Nearly every aspect of everyday work had to quickly move to a digital environment so services could continue remotely. This created a number of challenges. Most employees didn't have remote access to work computers and software from home. They could no longer just walk out of their cubicle to get an approval signature or solicit feedback.

At the same time, the public had more questions and needed more services than ever before. With offices closed, in-person services, phone, mail, and fax all became significantly more difficult. Printing and scanning became major obstacles. Suddenly, nice-to-have digital solutions became urgent necessities.

Many agencies rose to the challenge by accelerating their digital transformations nearly overnight. While everything was a priority, the agencies that thrived focused on creating quick wins in areas that could provide substantial impact.

Read on to uncover the road map to rapid service continuity and remote engagement.
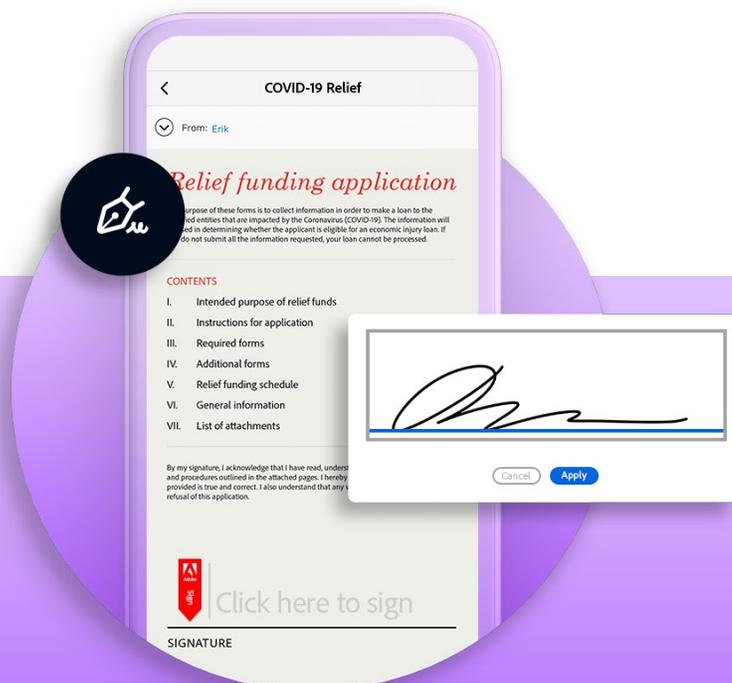
## Three telework obstacles you can solve today.

1

Give people self-service power—
from start to finish.

Most public-facing forms have to be downloaded, and then mailed or faxed to an office.

Quickly turn existing paper and PDF forms into smart, fully digital web forms—reducing processing time from days to mere minutes.

Agencies are prioritizing critical agency services such as small-business relief programs and unemployment assistance. Using smart, mobile-friendly digital forms instead of downloadable files lets constituents fill, sign, and submit applications online. Back-end workflow processes route the information from there. Program managers can send personalized responses and ask for additional signatures in batch mode to handle high-volume requests. Employees and constituents alike get notified as progress is made.

> The State of Iowa stood up a new web form application in less than two days, which delivered $52 million in financial relief to small businesses in three weeks.
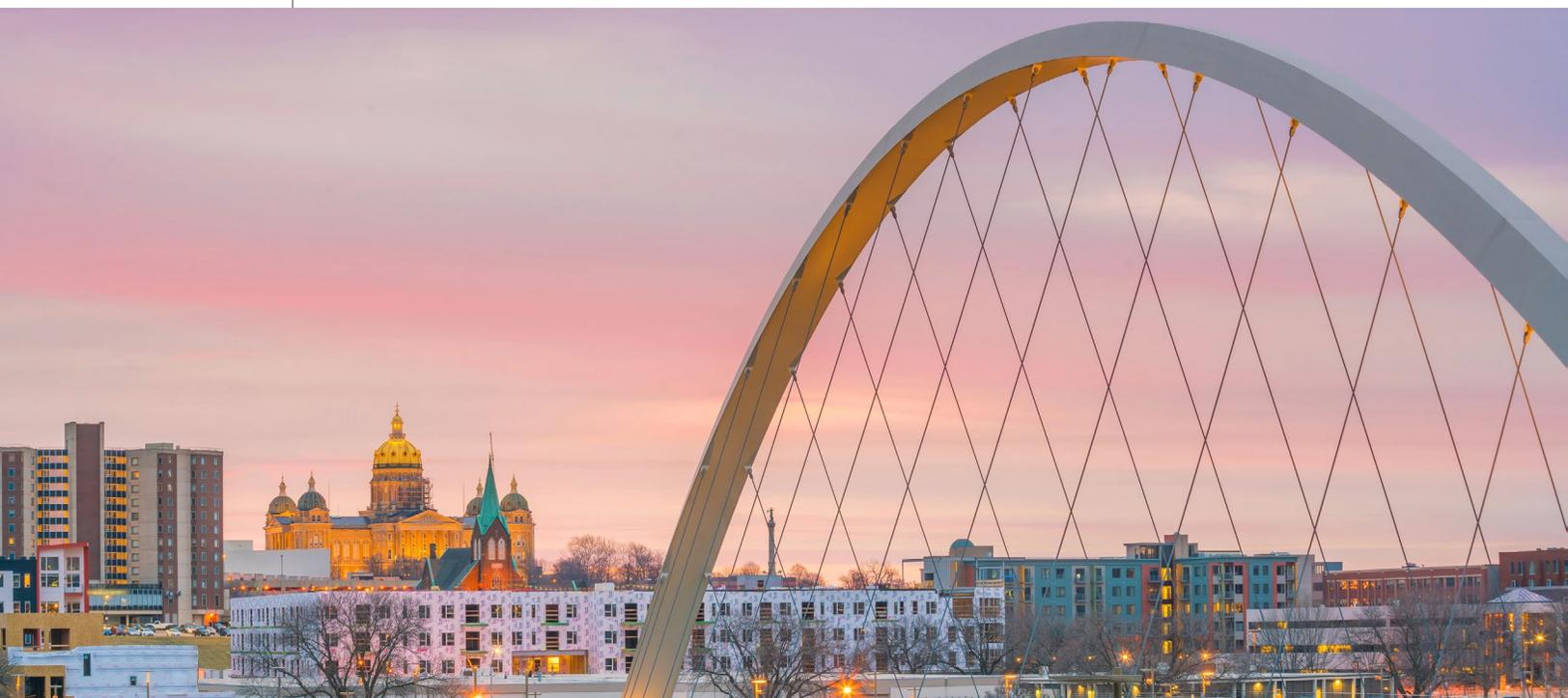
2 Route internal work faster by ditching paper.

Internal inefficiencies get a lot trickier with remote work, especially in areas like accounting, legal, human resources, and project management that are heavily reliant on paper.

Embrace electronic signatures and document routing.

In a government setting, contracts, invoices, purchase orders, and plans must be reviewed by multiple people before they are finalized. Compliance regulations require some plans and documents to be stored and archived for years, taking up valuable real estate, and requiring complex cataloging and retention procedures. Moving to electronic documents and signatures frees up a significant amount of employee time, cuts overhead costs, and creates a better citizen experience.

The Colorado Department of Transportation (CDOT) was able to fix roads faster by getting change orders approved in 3 days instead of 30. Using Adobe Sign electronic workflows and e-signatures transformed how roadway projects are managed. The new process is efficient, organized, and will save the CDOT over $100,000 a year in paper, shipping, and storage costs.

3 Forge new virtual communication pathways.

Complex processes become more manageable with technology that lets you blend live human interaction with secure document sharing.

Cloud-based solutions keep people connected and productive no matter where they are.

As virtual work becomes the new norm, agencies are leveraging cloud solutions to address a myriad of challenges. Since it's neither practical or affordable to buy all new computers and software for every employee, a more flexible approach is needed. Now, teleworkers just log in to get work done using whatever device they have. Secure, tightly integrated document routing, signing, and storage software delivers process compliance and protects sensitive information. And collaboration hubs with web conferencing are reinventing the way people work with each other and creating new efficiencies that weren't possible before.

Procurement

When the State of Utah sent employees home to shelter-in-place, multiple departments immediately adopted Adobe Sign. Teams were up and running quickly and kept work moving forward at a normal pace.

Digital witness statements

Collecting digital witness statements saves Police ICT Company 25,000 hours per year. The police force saw more than a 1,500% return on investment with processing time reduced from four days to just minutes.

View our Adobe government use case showcase to uncover more ways to solve your most pressing challenges today.

Ensuring service continuity.

Here's a step-by-step guide to enable your agency to help more people get the services they need.

1 **Get documents off the desktop and into the cloud.** Virtually every government process requires documents—but if your staff can't get to them or starts saving them on their own personal devices, it hurts productivity and compliance. Consider adopting FedRAMP approved cloud storage solutions like Microsoft SharePoint that integrate seamlessly with Adobe Sign.

2 **Create online applications for a contactless experience.** Quickly turn existing paper or PDF forms into smart web forms that can be filled, signed, and submitted electronically. Citizens and employees alike will appreciate an easier experience and faster turnaround time.

3 **Find a solution for electronic signatures.** Most government documents, internal and external, require a legal signature. Choosing a proven solution like Adobe Sign provides a strong foundation for digitizing document workflows across your entire agency.

4 **Streamline workflows to speed up approval processes.** Use automation to route documents intelligently. With Adobe Sign, you can send thousands of personalized documents and forms at once and track each response. Get more done in less time.

5 **Pick a platform for virtual meetings.** People still need an opportunity to talk and interact. Modern collaboration solutions that include web conferencing with integrated document management and e-signature capabilities make it easy. Adobe works with Microsoft Teams to create a complete and secure virtual meeting experience.

Simple and secure streamlined services.

For years, agencies have been taking steps toward digital transformation. Modernization project goals have centered around delivering better citizen experiences, lowering costs, and increasing employee efficiency. But these projects really paid off when it came to operational continuity. Being able to create and share digital documents and forms used to be a nice-to-have feature. Today, most agencies consider these solutions essential to day-to-day operations.

By putting fully digitized forms online, creating efficient workflows, and collecting legally binding e-signatures, services become more accessible for everyone. Once forms are submitted, Adobe's workflows create transparency for employees and constituents alike, enabling authorized parties to track the progress of documents and approvals. These workflows not only save substantially on labor costs, but also lower hard costs. Less paper and ink add up to environmental savings too.

Adobe is helping governments at every level rapidly replace manual, paper-based processes with secure all-digital workflows that deliver services and drive internal operations faster and more reliably than ever before.

Contact us at 800-915-9430 or visit Adobe.com to learn more.

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