

Digital Document Workflow Experiences

Putting people at the center of government

What is a modern digital document workflow experience in government?

Trust in government depends on its ability to deliver simple, seamless, secure, and connected customer and employee experiences. Whether it is citizens enrolling in eligibility programs, businesses securing licenses and permits, managing case work, purchasing goods or services, distributing grants and loans, and onboarding new employees, digital document workflow experiences enable government services to be delivered across the entire document, form, and customer journey. Adobe Acrobat Sign for Government and Adobe Experience Manager Forms (AEM) is a commitment to free agencies from cumbersome, paper-based processes that improve user experiences, increase productivity, expand accessibility, and secure data and privacy for critical government services.



What's driving government's need for digital document workflow experiences?

CX mandates and accessibility

In year two of Customer Experience (CX) Executive Order, customer satisfaction in government remains low.

27% of U.S. adults earning <\$30k are smartphone-only users, while 1 in 5 residents speak a non-English language

The 21st Century IDEA

Executive branch agencies are now under pressure to digitize services and forms and accelerate the use of e-signatures.

76% of government decision makers report that e-signatures increased their organization's CX

Inefficient document workflows

The federal government uses 9,858 unique forms and processes more than 106 billion forms each year.

64% of government CIOs say digital workflows enable higher-value work

How do Adobe's digital document workflow experiences deliver value?

Enable connected, end-to-end workflows with:

- Simple document and form generation
- Dynamic data capture and processing
- Legally binding electronic and digital signatures
- Pre-built integrations in Acrobat Sign and Acrobat Sign for Government (e.g., Microsoft 365 – Word, PowerPoint, Outlook, Teams, Power Automate, ServiceNow + more) & APIs to build connectors to other applications
- Seamless content collaboration and review

Empower full visibility and accountability with:

- Signature requests
- Recipient notifications
- Tracking and management tools
- Full audit trails
- Identity and security services

Acrobat Sign for Government & AEM adhere to necessary security and compliance standards:

- FedRAMP Moderate authorized; subject to continuous review and 325 security controls
- Provides multiple authentication methods, including government ID verification
- Complies with ISO 27001-2013, SOC2 Type 2, PCI DSS V3.2.1, FDA 21 CFR Part 11, Ready (GDPR, HIPAA, GLBA, FERPA), FedRAMP Moderate and more
- Protects sensitive information and transactions with secure document tracking

Adobe's Digital Document Workflow Maturity Model.

Adobe meets each agency where they are in their digital document, forms modernization and customer journey. We'll help you assess your current digital maturity and take progressive steps to deliver a cutting-edge digital document workflow experience. Our 5-step maturity framework drives benefits at each stage of transformation.

Nascent	Basic	Emerging	Advanced	Cutting-Edge
Paper-Based Forms	Digital Forms	Interactive PDF	HTML Forms	Intelligent Forms
Consistent Templates Reusable PDF templates Wet-Sign Wet ink-based signatures and scanning forms Paper & Print Static PDF documents with manual fill-in & processing	Accessible Ensure 508 Compliance and posted on a portal Digital Record Secure archiving with audit trail and protecting sensitive data Data Validation Identify verification, patterns, and required fields. Digital Fill-In Fillable, signable PDFs	Processing Submission to process data and document Integrations Integrated repositories to existing tech stack and services Data Layer Fields mapped to schema or barcode (data import/export) Dynamic Presentation Hide/show, data query, & prepopulate	Q&A Experience Expand footprint of system integrations Mobile Ready Responsive design for cross-device accessibility Multi-Experience Providing PDF, Web, and Print options via portal	AI/ML Optimized Personalization, recommendation and automation powered by AI/ML Automation End-to-end automated form and content modernization Reporting Visual reports and advanced querying to identify trends and patterns

Digital Maturity: Efficiency, Security, and Experience

Business Value of AEM Forms + Acrobat Sign across Public and Private Sector Industries

612%

Three-year ROI

8 months

Payback period for investment

56%

Lower abandonment rate

58%

Less time for Customers to complete signature-required forms

57%

Less time for employees to complete signature-required forms

19%

Overall efficiencies in supporting form-related activities

79%

Faster to update existing forms

Resource Center



Making Taxes Less Taxing for City of San Francisco



State of Utah Uses Adobe Acrobat Sign to Accelerate Telework During Crisis



Sonoma County Transforms Resident Services with Automated, Highly Secure Digital Workflows



Accelerate Your Processes and Deliver Vital Services Faster

Next Steps

Contact us to discover how Adobe's digital document solutions can enhance operations at your agency.

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