



# Adobe® Solutions Streamlining Document Exchange, Review, and Approval

*“It’s clear that Acrobat and Adobe PDF provide real returns to the agency and the people we serve.”*

Senior publishing analyst  
Internal Revenue Service

Government agencies are under pressure to move the business of government online so they can better serve citizens, industry, and colleagues in other agencies. This is no small feat given the paper-based processes in place today and government’s unique challenge of protecting privacy while providing access to all constituents, including citizens with disabilities.

To accomplish their mission, government agencies are looking for tools that will improve efficiency and also cut costs. Adobe Acrobat® and Portable Document Format (PDF) provide a powerful framework that helps government agencies replace paper-based processes with electronic document workflows that improve organizational efficiency and streamline collaboration.

## The Challenge

The business of government necessitates close collaboration among government employees within and across agencies. It’s not uncommon for review teams to include five to ten people and sometimes more, which means a lot of reviews to keep track of. This results in the author manually compiling all the input—a very time-consuming and inefficient process. And getting approvals that require signatures is equally problematic.

Using Microsoft Word to gather comments electronically isn’t the best solution either. Government reports often include scanned documents and information found on the Web as well as files created in a variety of programs, such as AutoCAD, Excel, and PowerPoint, that don’t allow electronic markup. Plus Word, like most other software, is platform- and version-dependent. If team members are using different hardware and software from the author’s, they won’t be able to reliably open the document.

File size also affects the ability of government employees to share documents via e-mail and the Web. Users must also be able to regulate access to documents and ensure that others can’t alter them. And at all times, documents must be accessible to mobile team members and individuals with disabilities.

## The Solution

Implementing a PDF-based solution enables government employees to effectively collaborate with their colleagues down the hall and around the world. Government and commercial organizations worldwide have embraced PDF, a publicly available file format and the standard for reliable delivery of documents and forms online. 66% of nonprofit organization and government Web sites already include PDF content, and more than 18 million PDF files are available to the public on the Internet. Half a billion PDF forms have been downloaded from the IRS Web site alone.

It’s easy to see why—a PDF file looks exactly like the original document, with all the formatting, fonts, and images intact. The compact file size makes it easy for users to e-mail documents to colleagues or upload them to the Web. And anyone can read and print PDF files across a broad range of hardware and software, including mobile devices.

The ubiquity of PDF isn’t the only reason to consider a PDF-based solution. A PDF file can be thought of as a container for digital services that travels with a document wherever it goes. Capabilities such as e-signatures, password security, electronic comments, and database and workflow integration make PDF a flexible standard that interoperates easily with electronic work processes.



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## How Adobe Can Help

Acrobat 5.0 supports a complete document workflow, enabling efficient and effective workgroup collaboration from beginning to end. Users can create documents in the program of their choice and then easily convert them to Adobe PDF by selecting Acrobat Distiller® as their printer. If they're using Microsoft Office, it's even easier. Just one click of the Microsoft Office toolbar results in a compact Adobe PDF document that can be read by anyone with the free Acrobat Reader® software.

Acrobat also makes it easy to combine scanned documents, Web pages with all the links intact, and files created in multiple applications into a single PDF file for electronic review and approval. Colleagues can easily provide feedback using intuitive mark-up tools—making review cycles involving many people a lot smoother. If team members need to repurpose information from a PDF file, they can use Acrobat to save it in Rich Text Format for easy editing in Word.

Acrobat also enables government employees to:

- Control access to documents, restrict modification, and limit uses such as printing.
- Approve documents with e-signatures using built-in tools or robust public key infrastructure (PKI) certificate options from vendors such as VeriSign, Entrust, and CIC.
- Create tagged Adobe PDF files that can be accessed by screen readers and read on handheld and wireless devices.
- Generate searchable Adobe PDF files so reviewers and other users can quickly locate information.

Acrobat Capture® offers additional benefits to government agencies that receive paper documents or have a large number of legacy documents. With Acrobat Capture, you can turn volumes of legacy documents into compact, accessible, multipage electronic files for easy search and retrieval.

## The Results

Government agencies and businesses alike are significantly increasing efficiency and reducing labor and costs by using Acrobat for their day-to-day work.

### Agilent Technologies

Using Acrobat for batch processing and collaborative workgroup commenting, Agilent dramatically cut the time and labor necessary to produce the 6,000+ technical documents that it publishes via the Web and CD-ROM.

### Internal Revenue Service

Adobe Acrobat products and Adobe PDF help the IRS replace paper-based processes with electronic documents and improve organizational efficiency, including increasing internal efficiencies with workgroup collaboration. Correspondence that previously took hours to write up can be done in minutes with Acrobat.

### City of Tecumseh, Michigan

The city of Tecumseh, Michigan electronically delivers PDF files created from Microsoft Office documents and other sources for its biweekly city council meetings—saving more than 120 employee hours each month.

### Hitachi, Ltd.

Hitachi, Ltd. has significantly reduced employee work hours and costs and streamlined review and approval processes by moving from paper-based document delivery to an electronic workflow, including digital signatures.

## For more information

To learn more about Adobe Acrobat for government, visit [www.adobe.com/government](http://www.adobe.com/government).

### Products

#### Acrobat 5.0

View, print, and create PDF files; collaborate effectively; build interactive electronic forms; and more with the Acrobat flagship product.

#### Acrobat Capture 3.0

Turn volumes of paper into digital knowledge with professional production software.

#### Acrobat Reader 5.0

View and print PDF files.

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