

Adobe® Acrobat® Systems

Adobe speeds forms processing with Acrobat and Adobe Portable Document Format, saving hundreds of thousands of dollars annually

KEY BENEFITS:

- Employees worldwide have intranet access to more than 100 business forms in Adobe PDF.
- Online completion of Adobe PDF forms speeds processing, saving Adobe more than \$50,000 monthly for expense reports alone.
- Adobe PDF forms have resulted in a 90 percent drop in the number of flawed expense forms; JavaScript capabilities within Acrobat 4.0 help ensure data accuracy.
- Forms can be converted to Adobe PDF from any application or from paper, giving employees continued access to accurate forms that look exactly like the originals.
- Adobe PDF forms reduce the costs associated with printing, photocopying, and routing materials by hundreds of thousands of dollars annually.

It sounds simple enough. An executive, in the midst of a hectic travel schedule, sits down one evening to complete her monthly expense report and review those from her staff—tasks she hopes to complete in an hour or less. But she discovers she cannot decipher one person's scribbled handwriting, and a new employee put all the right information in all the wrong places. Even her attempt to complete her own expense report ends in frustration: She forgot to pack blank forms.

It's a common story of wasted time and effort, and it's one that Adobe Systems is helping its employees avoid. By using the right mix of technology and creativity, Adobe gives employees intranet access to more than 100 forms in Adobe Portable Document Format (PDF).

SMART PROCESSING

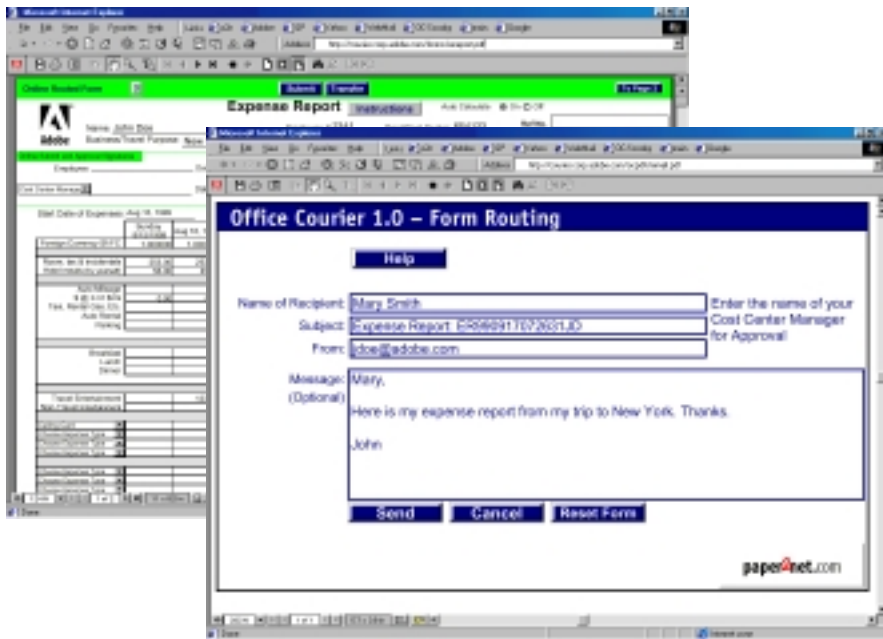
Enhanced features in Acrobat 4.0 and powerful third-party solutions support Adobe in its move to interactive online forms. For instance, "smart" forms alert users if sections of documents are not completed properly and in some cases do the math so employees don't have to. The JavaScript capabilities within Acrobat 4.0 ensure that employee forms are completed without errors. A back-end routing engine, Office Courier from Paper2net.com, further automates forms management, from completion to review to processing by the targeted department.

The need for better processing of business forms is undeniable. In a typical month, more than 1,900 expense reports are filed by Adobe employees, and 10 to 20 percent contain errors and have to be returned. What's surprising is the cost of fixing even the smallest mistakes: Adobe estimates that it spends approximately \$150 in employee time for each returned form. The bottom line is that correcting mistakes on expense forms can cost Adobe more than \$50,000 monthly.

FLAWLESS FORMS

Forms from any application are converted easily to Adobe PDF in a single step that retains all the details of the originals. Once forms are converted to Adobe PDF, employees can use Acrobat 4.0 to drop in or embed graphics, align form fields on a grid, and format text. And using Acrobat software's JavaScript capabilities, form creators can build intelligence into any form, an essential feature for complicated documents such as expense or travel authorization forms. Also with Acrobat 4.0, employees within Adobe can fill in and save Acrobat forms to their computers so they can file them electronically for future reference.





Acrobat 4.0 and Paper2net.com's Office Courier routing engine support Adobe in its move to interactive Adobe PDF forms. Built-in JavaScript capabilities ensure accurate data entry into Adobe PDF forms, and Office Courier automates forms management from completion to review to processing by the targeted department.

Office Courier ensures online forms are processed and approved seamlessly. For example, after completing expense forms online, employees enter the names of managers who must approve the requests. These designated managers receive e-mail messages that contain URL links to the forms. Within minutes, managers can open forms, review them, and click a button to approve or deny the request. Once approved, forms are forwarded to the appropriate department for processing and uploaded automatically to a database. All transactions and form data are also stored in a database from which the status of a form can be checked at any time.

“Our biggest challenges were managing handwritten forms and explaining the policies and approval process,” says Wendy Patience, accounts payable manager at Adobe. “With Acrobat, Adobe PDF, and Office Courier, policies and instructions are built into the form, and signature require-

ments can be designated based on dollar amounts and dates. Acrobat lets us automate form submission, routing, and approvals and reduce our costs dramatically—we’ve virtually eliminated the paper expense form.”

The payoff from using electronic forms at Adobe is phenomenal. There has been a 90 percent drop in the number of flawed expense forms, which translates into monthly savings of tens of thousands of dollars. Substantial savings also result from eliminating photocopying, printing, and delivery costs.

“It’s really an evolution of electronic documents,” says Rob Babcock, vice president of marketing for Paper2net.com. “Acrobat provides the foundation for bringing documents—paper and electronic files—online and giving users universal access to them. The next phase is finding new ways to leverage these documents across an enterprise, which is exactly what the Web and solutions like Office Courier allow corporations to do.”

NO LEARNING CURVE

Getting employees to adopt new procedures is a major barrier to better operations. With Adobe Acrobat, employees have access to an easy-to-use technology that creates electronic documents that look just like the printed originals.

And for Adobe, dynamic forms applications are only part of the story. A visit to the company’s Web site or a look at communications among departments reveals extensive use of Adobe PDF. Marketing routinely bypasses the print process in favor of posting collateral as Adobe PDF files on the corporate intranet or Web site, while engineers share product documents with co-workers worldwide by taking advantage of support for complex graphics and images in Adobe PDF.

“Our employees know right away how to deal with electronic materials in PDF because they look exactly like the paper documents that they are used to,” says Sam Boutros, intranet developer at Adobe. “The result is a tremendous savings in terms of time and money, plus more rapid adoption of new processes. Acrobat makes a true electronic document workflow a reality by combining the benefits of paper—familiarity and widespread acceptance—with the power of Web technology.”

ADOBE SYSTEMS SYSTEMS AT-A-GLANCE

Software

Adobe Acrobat 4.0
Adobe PageMaker®
Paper2net.com Office Courier
Windows NT, Windows 98, Windows 95
MacOS

Hardware

Pentium®-based PCs
Apple Macintosh computers
UNIX® workstations

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