



Adobe solutions for digital government: Enrollment and document processes

Modernize form and document workflows to transform services and operations.

Replace manual, paper-based processes and ineffective digital experiences with efficient digitized forms, documents, and related workflows. Centralize management and automate distribution to reduce costs, increase productivity, and boost performance.

Government and military organizations, along with their customers or users—citizens, employees, businesses, stakeholders, warfighters—benefit significantly from modern digital processes

The challenge

Modern enrollment and document workflows—from citizen registration for services to recruitment paperwork and policy updates—are crucial to streamline communications and operations in federal civilian agencies, the Department of Defense (DoD), and state and local governments. Information often requires fast verification, authorization, and clear communication. Higher level personnel need to ensure that direct policies reach the appropriate people and that sign-offs are quick. Legislation like the 21st Century Integrated Digital Experience Act (IDEA) reinforces the importance of updating form and signature processes.

The solution

Adobe solutions can help federal, state, and local government, the military, and law enforcement improve user experiences, increase efficiency, and expand the impact and accessibility of critical government services and information. Organizations can take advantage of bidirectional communication for policies, forms, documents, and messages.

Adobe Experience Manager Forms helps ensure that forms and documents reach the right people and that messages arrive in real time. Adobe Sign enables e-signatures that minimize processing time, while making it easier for users to sign documents without having to print, sign, and scan them. Modern best practices for digitized services and processes especially benefit government and the military, given their scope and scale of operations.

Enrollment and document workflow modernization provides:

- **Form and document management**—Organizations can update and control access to forms and documents, ensuring that collateral and access permissions are current.
- **E-signatures**—Users can insert e-signatures in documents, removing printing and delivery costs and saving time.
- **Cross-channel data capture**—Mobile-friendly responsive forms for service enrollment encourage the adoption of digital channels, reduce form-filling time and error rates, and improve user satisfaction.
- **Rapid processing**—Workflow automation begins with data submission, including task assignment, tracking and management, and integration with any legacy system.
- **Measurable experiences**—Analytics at the form and document level measure and improve user engagement and satisfaction across all channels.
- **Agile end-to-end authoring**—User-friendly drag-and-drop tools enable form and document authoring for any channel, including a centralized repository of reusable components to quickly scale authoring across the enterprise.

Adobe solutions support digital enrollment and document processes throughout the government and military. With Experience Manager Forms, Adobe Sign, and other Adobe tools, organizations can reinvent and develop their digital services and communications to be more engaging, useful, and informative, while realizing substantial cost savings via comprehensive internal and external automation and consistency.

For more information.

www.adobe.com/government



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