

Digital document solutions that can be trusted



As the world grappled with the reality of the COVID-19 pandemic, offices were shut, education went online and many people turned to digital solutions for all areas of their professional and personal lives. There were delays, interruptions and, in some cases, frustrating halts to services. It certainly wasn't all smooth sailing.

Those organizations and government agencies that thrived throughout these uncertain times, those who embraced digital solutions like Adobe Document Cloud, including Adobe Sign, were prepared to keep up with a fast changing digital landscape and ensured they could deliver and maintain consistent service operations.

Now, Adobe Sign joins Adobe Experience Manager as the second Adobe platform with assessment from Australian Information Security Registered Assessors Program (IRAP), allowing citizens to work smoothly and securely with government agencies and changing the game for the future of government experiences.

The IRAP is an initiative to provide high-quality information and communications technology security assessment services to the government, and further supports Adobe's commitment to work with digital governments around the world to help create better and safer citizen experiences.

Gaining the IRAP assessment signifies that Adobe Sign provides assurance that customers can use it when working with the Australian Government. It also enables Australian Government agencies to easily adopt Adobe Sign and create their own document and signature automation experiences.



Citizens crave frictionless experiences

In 2020, many citizens found themselves encountering government processes and systems that they had never needed to interact with previously.

One thing that became increasingly clear was that the systems in place have a huge role to play when it comes to citizen experiences. Many citizens are reluctant to engage with agencies because they know the process will be frustrating and time-consuming.

From allowing citizens to find, fill and sign forms from anywhere on their mobile devices, to allowing forms to be processed faster to speed up access to resources and support, digital document processes are transforming the citizen experience.

Government relies on productivity

In our new hybrid work model, it's never been more important to provide employees with the tools they need to stay productive and collaborative, wherever they are.

Health Infrastructure saw the need to adapt at the beginning of the pandemic, streamlining the transition to remote work with support from Adobe Sign, Adobe Acrobat and Microsoft Teams.

As they got Adobe Sign into the hands of more employees, staff were able to pull completed and signed documents into the Microsoft Teams library for secure cloud storage where they could search and reference as needed.

For signers too, document processes became easier. Returning a document became a matter of a few clicks on any device and documents that previously took up to two weeks to return could be received in just two days, accelerating productivity and efficiency.

Taking the frustrating and time consuming manual processes out of the equation makes it possible for government employees to get the job done, no matter where they're working from or where citizens are based.

"Our goal is to use technology to make things easier and better for people... Adobe Sign offers a seamless experience within the Microsoft Teams platform. It's a strong combination of two leading, familiar technologies that make it easier for administrators to do their jobs."

Sandy Draganis,
Head of IT at Health Infrastructure



Secure, trustworthy experiences matter

Every day, citizens put their personal information and valuable data into the hands of government agencies. In the recent Blueprint for Enhance Citizens Experiences report from Adobe and Deloitte, 20% of respondents stated that the safe and ethical storage of their data is one of the most important factors when choosing where to access public information. It's only right that agencies use digital solutions that are sensitive to providing security and peace of mind to every citizen.

Previously, perceived legislative and privacy concerns regarding the use of citizen data were used as an excuse not to act, to continue relying on clunky manual processes.

The IRAP assessment demonstrates that Adobe Sign is compliant with the requirements of the Australian Signals Directorate, assuring that customers can use Adobe Sign when working with the Australian Government.

Adobe Sign has always been committed to meeting citizen's security needs and complying with all rules and regulations and this assessment now gives citizens confidence as they interact with government agencies using the solution. Now, with opt-in personalisation and privacy by design driving trust, the citizen experience is enhanced, resulting in increased uptake of online government services.

Adobe's foundational framework of security processes and compliance controls, namely Common Controls Framework (CCF), has been key in completing its IRAP assessment. CCF by Adobe is a comprehensive set of simple control requirements, aggregated, correlated and rationalised from the array of industry information security and privacy standards.

Adoption of the CCF has helped enable Adobe's cloud products, services, platforms and operations to achieve compliance with a host of security certifications, standards and regulations.

With trusted platforms like Adobe Sign, risk management is understood better by both agencies and citizens. These solutions support citizens as they complete transactions more accurately, reducing errors and freeing up more resources for those who need additional help or assurance.

While, naturally, there was a huge movement to adopt digital signing solutions throughout 2020, it's important to note that this trend is only growing as more organizations come on board and seek to make their processes more resilient for the future. In a recent study by Adobe Digital Insights, 76% of people across APAC said that they e-signed more documents in the last half of 2020, as opposed to the start of 2020.

It's clear that digital document processes aren't going anywhere.

As citizens expectations rise, employees crave increased automation and security becomes more important than ever, it makes sense to implement digital solutions that deliver. Making the move to digital, embracing solutions like Adobe Sign gives agencies the power to provide excellent CX and EX, while also being ready to seize new opportunities, work without interruption and comply with all rules and regulations.

With Adobe Sign, citizens can be confident in every government interaction. Discover Adobe Sign for yourself.

See how it can transform every citizen's experience –
<https://adobe.com/go/adobesign-gov>