



California Department of General Services

Online forms processing with Adobe® Acrobat® and Adobe PDF saves the California Department of General Services millions of dollars

Profile

- The California Department of General Services (DGS) is chartered with ensuring quality, cost-conscious, and timely support to state and other public agencies so they can efficiently deliver services to California citizens.
- Employees: 5,000
- Headquarters: Sacramento, California
- www.dgs.ca.gov

Adobe Solution

- Adobe Acrobat
- Adobe Acrobat Approval

Benefits Summary

- Automated forms processing with Adobe Acrobat and an eForms management system saves DGS millions of dollars and reduces the time to process forms from days to minutes.
- Ease of integrating Adobe PDF forms with databases speeds form completion and eliminates the need to rekey data.
- Forms in Adobe PDF retain the exact look of original paper forms, minimizing the need to retrain workers as they move to online processes.
- Forms converted to Adobe PDF files can be delivered exactly as intended over the agency intranet, wireless devices, or the Web.
- Adobe PDF forms can be made accessible to people with impaired vision.

Forms are used to initiate requests for more than 3,000 vital services offered by the California Department of General Services (DGS). From selecting vendors to managing construction projects to training employees, DGS supports the state's 40,000 public agencies as they work to enhance the lives of Californians. Given DGS's myriad services, the volume of forms moving among public agencies, DGS, and vendors can be overwhelming.

The Challenge

Paper was the hallmark of the thousands of business processes managed by DGS. Staff at public agencies completed forms, routed them for internal approvals, and then mailed forms to DGS. The administrative costs for DGS to process a single paper form could reach \$150—clearly an inefficient use of limited state funds. Because thousands of forms are processed monthly, automating these workflows could result in substantial savings for the agency and for taxpayers. In addition to higher costs, manual forms processes can take weeks and are inherently prone to error.

Adobe Solution

DGS replaced costly paper-based workflows with an automated system built around Adobe Acrobat software, Adobe Portable Document Format (PDF), and an eForms management system. DGS first offered agencies Web access to Adobe PDF forms that could be filled in, printed, and mailed. This, however, was only the first step in forms automation. With Adobe Acrobat and the eForms management system, DGS now enables agencies to complete and submit forms electronically.

In addition, DGS is looking at Adobe Acrobat Approval software to enable its 5,000 employees to digitally sign documents.

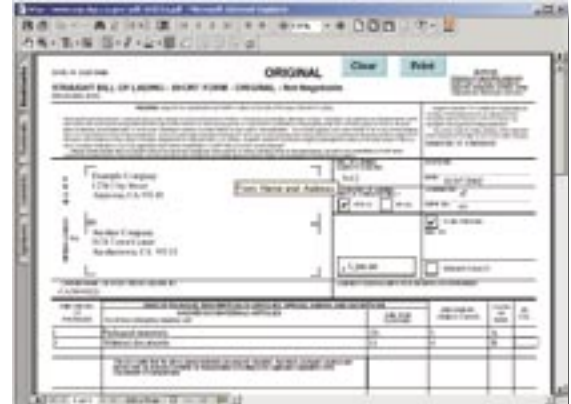
Rather than receiving paper and rekeying information into its system, DGS now links Adobe PDF forms to its databases. Jamie Mangrum, DGS manager of enterprise and Web systems, cites numerous reasons for selecting Acrobat and the eForms management system. First, Adobe PDF forms look exactly like paper forms, minimizing the need to retrain staff. Second, Adobe Acrobat makes it possible to link forms to databases, so forms can be populated automatically with information and form data can be saved instantly. Third, the ability to use Acrobat to create forms accessible to people with impaired vision helps them comply with government regulations. Fourth, Adobe PDF can be considered a "container" for digital services that travel with the form wherever it goes, supporting processes such as digital routing, validating, and signing forms.



The DGS adopts an eForms workflow

“Adobe PDF forms can be processed in hours, instead of the weeks needed for paper forms. With Acrobat, we lower our administrative costs and eliminate the errors associated with manual processes.”

Jamie Mangrum
Manager of enterprise
and Web systems
California Department
of General Services



Summary

DGS is now deploying online forms using Adobe Acrobat and the eForms management system at a fraction of the cost of other applications. At the same time, DGS saves millions of dollars by eliminating the expense of managing paper.

Many internal DGS workflows benefit from Adobe PDF forms. For instance, DGS employees can complete time-off request forms online and route them to managers, who electronically approve or deny requests. The final electronic forms are saved to the DGS employee database, giving the agency the ability to track employee time off and develop accurate labor projections.

Other results include faster reviews of legal contracts, greater efficiency in allowing vendors to submit applications for state contracts electronically, and better employee-to-employee communication, especially for DGS inspectors in the field using handheld devices.



Toolkit

- Adobe Acrobat
- Adobe Acrobat Approval
- Third-party eForms management system



Adobe Tools for the New Work.™

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