

Making procurement fast and easy.

Adobe reduces the procurement contract completion cycle by 73%, transforming workflows and using Adobe Sign to expedite operations.

Adobe

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Conrad Smith, Senior Director, Global Procurement, Adobe



SOLUTION

Adobe Document Cloud
• Adobe Sign

Ariba Contract Management

RESULTS

73%
FASTER

PROCESS IMPROVEMENTS
Combination of new workflows and Adobe Sign reduced contract completion cycle by 73%

79%
ON TIME

MEETING KPI
Completed 79% of contracts within the goal timeframe of seven days or less



ARIBA CONTRACTS
Planned integration will automate workflows and enable procurement team to manage contracts directly through the Ariba Contract Management solution

80%
REDUCTION

ECO-FRIENDLY
Supported sustainability goals and reduced consumption of paper and printing supplies by more than 80%

Adobe Systems Incorporated

Established in 1982

Employees: More than 13,000 worldwide

San Jose, California

www.adobe.com

CHALLENGES

- Speed up procurement contract completion cycle by reducing redundancies and manual administrative tasks
- Use new technologies to streamline processes while minimizing training and deployment impacts
- Integrate with contract systems to further improve cycle times

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Transforming the procurement processes

Even as digital contracting systems, electronic workflows, and mobile access to content grow in popularity, many companies still rely on paper-based workflows that involve printing documents for signatures or storage.

Like groups at other large, global companies, the procurement team at Adobe is no stranger to the challenge of moving between digital and paper processes. The department manages thousands of purchase orders every year for a total annual spend of \$1.5 billion. And for every purchase order, about 70% have a contract associated with it, ranging from a master services agreement to a statement of work.

"Depending on the size of the purchase, contracts could pass through four different management desks for approval," says Conrad Smith, Senior Director, Global Procurement at Adobe. To complicate matters, procurement had a separate legal approval process. Some departments had to sign twice: once to approve the spend, and then later to review and approve the contract terms. This could lead to confusion when contracts passed a manager's desk for a second time.

Just keeping on top of signatures and paperwork associated with purchase orders was a two-person job for procurement. "We knew that we needed to reduce the load on the procurement team and push approvals through faster," says Smith. "We concluded that we needed to completely transform our operations from the ground up."

Reducing contract cycle time through new workflows

As part of the new workflow, procurement worked with the legal department to consolidate the contract and legal approval processes. The legal department trained the procurement team to review deals with lower risk, eliminating the need for redundant approvals and cutting days from the contract cycle time. Procurement then shaved an additional 20% off of the contract cycle by deploying electronic signatures with Adobe Sign, and Adobe Document Cloud solution.

"Knowing that implementing big IT projects could be time-consuming, I was hesitant at first about deploying Adobe Sign. I braced myself for months of coordinating with IT to get everything running smoothly," explains Smith. "I was thrilled when e-signatures were up and running in just a couple of weeks. It was one of the easiest IT projects we've ever managed. The combination of a new contracting workflow and the integration of Adobe Sign reduced our contract completion cycle by 73%—going from weeks to days."

"Using Adobe Sign, we shifted resources from administrative work to processing more procurement requests."

Conrad Smith, Senior Director, Global Procurement, Adobe

Signers, both for internal approvals and external vendors, immediately adapted to the electronic signature workflow without any extra training. With just a few clicks, signers can review and approve contracts and return them to procurement. As a result, the team completed 79% of contracts within seven days or less, meeting KPI goals.

Benefiting the bottom line

Using Adobe Sign, the procurement team is seeing productivity and efficiency benefits. Procurement team members can easily upload contract templates from a shared drive and add signature fields in eSign services. Some contracts are less than a page long, but others can have dozens or even hundreds of pages. By switching from ink signatures to electronic documents, procurement has reduced its consumption of paper and printing supplies by more than 80%.

Beyond the consumption and cost savings, the procurement team also appreciates the administrative savings from Adobe Sign. "Previously, we had two contract administrators to manage contracts. They spent their days running between offices to find signatures, calling vendors for updates, watching fax machines, and tracking contracts in spreadsheets," says Smith. "Now, anyone on the team can check on the status of a contract or send a reminder. Using Adobe Sign, we shifted resources from administrative work to processing more procurement requests."

Looking forward to future automation

Adobe Sign can be integrated into all major contract lifecycle solutions. The procurement team is already on the road to even smoother contract approvals with a planned integration between Adobe Sign and Ariba Contract Management. Currently, the procurement team uses Adobe Acrobat Pro to add signatures and data entry fields to contracts, then launches Adobe Sign from Acrobat Pro to send the contract for signatures. Once the contract is signed, the procurement team manually uploads it to the contract management system.

Once Ariba and Adobe Sign are fully integrated, the procurement team will be able to send and receive contracts directly through Ariba Contract Management. Customer information will be pulled directly into the contract, at which point Ariba will automatically detect the required signature fields and send the contract out using Adobe Sign. Once the signed contract is returned it will automatically be archived and stored in Ariba Contract Management with the customer record.

"The integration between Ariba Contract Management and Adobe Sign gives us an automation solution that shaves steps off of the contract approval workflow, which turns into greater operational advantage for the procurement team."

Conrad Smith, Senior Director, Global Procurement, Adobe

SOLUTION AT A GLANCE

- Adobe Document Cloud
 - Adobe Sign
- Ariba Contract Management

For more information

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Better vendor relationships

Faster contract completion is a big benefit for vendors, who appreciate the expedited processes. In return, expedited processes lead to faster vendor agreements, resulting in Adobe receiving goods and services faster.

"Adobe Sign delivered benefits to operations right away. It can be hard to find effective ways to improve workflows, so it was a big win for the team to find a single solution that cuts 20% off of the contract cycle time," says Smith.