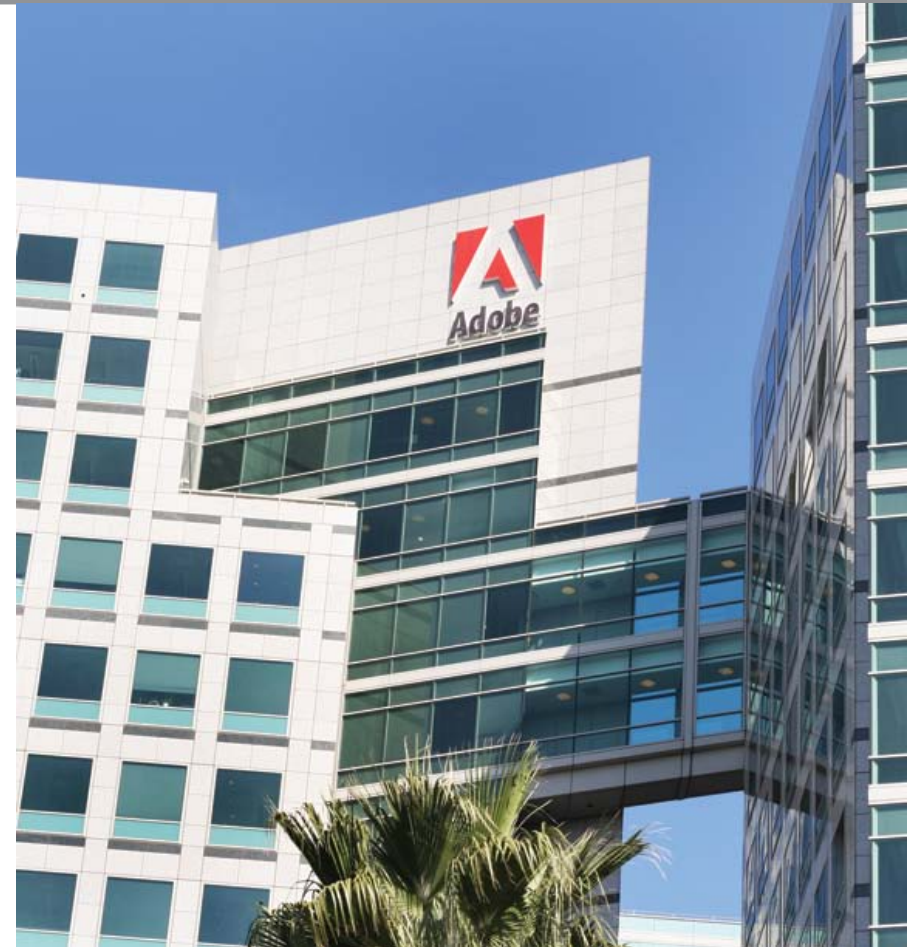


Adobe Customer References

Benefits Overview

This document highlights Adobe customers who have identified some level of quantified benefits associated with their Adobe® solutions. Measured benefits range from calculated ROI over a period of time to quantified time savings or productivity gains associated with business activities. Links to full success stories for the customers highlighted in this document are included at the bottom of each page, or are available by searching Adobe.com. In addition, many other customer references can be found on Adobe.com, simply by searching on the Customer Showcase section of the Adobe website.



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Government



Argentina National Social Security Administration

The National Social Security Administration (ANSES) in Argentina is the agency in charge of the country's Social Security policies. ANSES provides citizens with a variety of critical services, including pensions and retirement benefits, family allowances for workers, unemployment services, and many others. To help achieve its goals to initiate a long-term project to more fully automate work processes and reduce reliance on printed materials, the agency deployed Adobe LiveCycle® ES (Enterprise Suite).

“We have saved considerable procedural time. Our processes are now almost immediate and are more secure than ever. Calculations on forms are automated, helping to accelerate completion of forms and reduce errors. Also, the digital signatures help ensure that documents are not altered during transmission,” says Pablo Fontdevila, system and telecommunication manager. *“We believe that the return on investment will occur within 24 months.”*

ANSES has approximately 100 internal paper-based forms, all of which are to be converted to digital forms over a period of two years. The agency also:

- Substantially reduced costs to create, process, and store forms
- Protected sensitive agency and client information using secure PDF forms
- Helped ensure forms follow proper workflows for approval

[Click here to read the full story](#)



Australian Department of Education, Employment and Workplace Relations

The Australian Department of Education, Employment and Workplace Relations (DEEWR) is the lead federal government agency providing national leadership in education and workplace training, transition to work, and values in the workplace. To help improve services to schools nationwide and eliminate the need to manually create custom forms, DEEWR used Adobe LiveCycle ES solutions, including LiveCycle Forms ES and LiveCycle Reader® Extensions ES.

“With Adobe LiveCycle, we estimate the combined savings for both the agency and the applicants will be approximately \$276,000 over three years in forms development, applicant rekeying time, and back-end data processing costs,” says Yvonne Orzeszko, branch manager, Early Childhood and Schools Systems Branch. *“The Adobe solution has helped us become much more responsive to our stakeholders. We consistently receive feedback telling us that applying for a particular program is now a straightforward and simpler process.”*

In addition to improved services for stakeholders, the Australian education agency also:

- Realized 38% ROI over three years using Adobe LiveCycle ES solutions
- Reduced time spent manually designing and developing forms in HTML or ASP by 90%
- Eliminated time spent re-entering forms data

[Click here to read the full story](#)



Australian Government Department of Health and Ageing

The Australian Department of Health and Ageing (DoHA) is a federal government agency. The department's role is to achieve the government's priorities for health and ageing by developing policies, managing programs, and undertaking research and regulation activities. To help the department improve access to and legibility of forms as well as increase the accuracy of data, a medical data management application was built on Adobe LiveCycle ES.

“Adobe LiveCycle ES solutions are helping the Australian Department of Health and Ageing provide an electronic reporting option for health professionals who provide medical services to participants in the National Bowel Cancer Screening Program... Now that the department has forms in place, it will proceed to enhance functionality by including features such as pre-population of data, interaction with client software, and automated updating of the national register,” says Alan Keith, director of Bowel Screening Programs.

Adobe solutions are helping DoHA ensure that proper, complete, and accurate data is collected. Benefits include:

- Recouped investment in LiveCycle ES solutions in only one month
- Estimated return on investment (ROI) of up to 923% over a three-year period
- Slashed time to catch and correct errors on forms

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Australian Government
Department of Health and Ageing



Australian Government
Department of Innovation
Industry, Science and Research

City of Greater Dandenong

The Australian City of Greater Dandenong (CGD) has just over 130,000 residents and is 45 minutes from Melbourne. To provide staff with rapid access to timely and rich online training, CGD uses Adobe Connect™ and Adobe Captivate®.

With the CGD's focus on providing employees with fast, easy access to up-to-date training, the adoption of Adobe solutions is having measured impacts, including:

- Reduced the time to train customer service officers from eight weeks to only two weeks
- Accelerated staff training overall by as much as 50%

[Click here to read the full story](#)

City of
Greater
Dandenong

Danish Government Municipalities

Danish citizens typically rate as some of the happiest in the world, due in large part to the government's dedication to providing programs and services that enhance the quality of life for all citizens. Integral to the success of many services is the ease in which citizens can apply for and receive them. Municipalities across Denmark are inundated with approximately 10 million applications from the country's estimated 5.5 million residents. Adobe LiveCycle ES was chosen to provide Danish municipalities an efficient, easy-to-use, and cost-effective system that transforms how citizens access services and how governments deliver them.

“By automating application routing and processing with Adobe LiveCycle ES solutions, we can alleviate the amount of manual work performed and save as many as 1,110 manhours per year in each municipality,” says Orla Pedersen, head of development.

Due to the implementation of Adobe solutions, several substantial benefits have emerged:

- Achieved full ROI in fewer than eight months
- Improved the ability for citizens to access and complete applications for services by creating a reliable, robust online web portal
- Improved data accuracy by automating processing and storage of data extracted from intelligent PDF forms

[Click here to read the full story](#)



Florida Department of Law Enforcement

The Florida Department of Law Enforcement (FDLE) is a classic case of an organization challenged with keeping pace with educational needs. Local and state departments in Florida—with a total of 80,000 law enforcement staff, correction officers, and probation officers—look to FDLE to provide the required training resources. Constantly seeking more effective ways to support its law enforcement constituency throughout the state, the FDLE is using an innovative, leading-edge solution: eLearning delivered on-demand with Adobe Connect software.

“With Adobe Connect, we saved more than \$100,000 in the first six months by eliminating travel costs for officers,” says Steve Casey, director of Florida Criminal Justice Executive Institute and chief, Bureau of Professional Development.

[Click here to read the full story](#)



FoodSHIELD

The dynamic FoodSHIELD application is an extensive, web-based platform that enables federal, state, and local government agencies, as well as universities and private industry, to collaborate and respond quickly to safeguard the U.S. food supply. The vital platform was built using more than a dozen Adobe solutions, including Adobe ColdFusion® 8, Acrobat®, Flash® Professional, Adobe Creative Suite® Web Premium, and other Adobe tools.

“You don’t need an army of ColdFusion developers,” says Erik Hoffman, technical lead for FoodSHIELD at EJH& Associates. “We could not have delivered FoodSHIELD using Java™ or .Net because the development cycle is too long and too complex, and it could have taken a team of 20 to 30 developers. As it turned out, a lean team of just 3 developers got FoodSHIELD out the door.”

[Click here to read the full story](#)



Gobierno de Canarias (Canary Government Council)

The Council for Education, Culture, and Sports of the Canary Government is, along with the Health Council, the department with the most personnel and offices. Its more than 30,000 employees manage the administrative and academic activities of the Canary Islands' more than 990 public educational institutions. The Council is using Adobe LiveCycle solutions to improve management and processing of the many incoming and outgoing documents daily.

“Improvement project certificates previously required the continuous manual input of applications into the system. By streamlining our processes using Adobe LiveCycle solutions, we have reduced participants’ certification time by 80%,” says Hernández Padilla in IT services for the Council for Education, Culture and Sports.

The dramatic reduction in time required to certify new program participants has also been accompanied by a substantial decrease in the volume of paper used by the Council, helping the organization address sustainability and waste-reduction goals.

[Click here to read the full story](#)

Illinois Municipal Retirement Fund (IMRF)

The Illinois Municipal Retirement Fund (IMRF) was founded in 1941 to provide employees of local governments and school districts with a sound and efficient system for paying retirement, disability, and death benefits. At the beginning of each year, IMRF sends annual statements containing essential pension information to more than 260,000 members and 2,900 municipal employers. By integrating Adobe LiveCycle PDF Generator ES with its legacy systems, IMRF now has a seamless process for outputting documents to compact PDF/A files.

“We realized immediate benefits with LiveCycle PDF Generator ES. For the first time our members and employers gained access to their statements electronically, as much as two weeks before their paper statements would arrive in the mail,” says Michael Nesson, senior programmer analyst.

The integration of Adobe LiveCycle ES resulted in better service delivery and benefited IMRF in the following ways:

- Accelerated the generation of member statements by 68%
- Reduced average file size by 76%, with some files up to 16 times smaller
- Improved benefits and services delivery to employers and members by delivering correspondence online faster and more efficiently, and optimizing internal business processes
- Drove additional value from investments in legacy systems

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Istituto Nazionale Previdenza Dipendenti Pubblici Region (INPDAP)

Located in Rome, INPDAP is a government organization that provides welfare services to Italian public administration employees, such as pensions and severance payments, loans, grants, and elderly assistance. The organization uses Adobe LiveCycle solutions to enable constituents to complete common service forms online or offline using the free, ubiquitous Adobe Reader.

For the agency and its constituents, Adobe solutions are providing measured benefits, including:

- More than 800,000 electronic forms downloaded per month, accelerating constituent access to services
- Anticipated reduction in the use of paper forms by 33% within two years
- 30% of welfare applications now accessed and submitted online by mothers at home

[Click here to read the full story](#)



Government

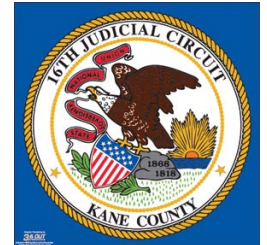
Kane County

Kane County is the fifth largest county in Illinois. The county's Circuit Court Clerk keeps track of all court proceedings—including storing information submitted by lawyers and decisions from judges—and provides the public with access to court records. Given the Court's busy schedule and large number of staff, county managers decided to use Adobe Acrobat and Adobe LiveCycle solutions to streamline services and improve its process for handling Orders of Protection requests.

“The automated process built around Adobe LiveCycle software is dramatically faster than our previous manual workflows. Within approximately sixty seconds of having a judge sign the document, an order of protection arrives at the sheriff's office for input into the national wanted persons database,” says Matt Meyer, programmer in Kane County Circuit Court Clerk's office.

The efficiencies mean better service for citizens—who can see the time needed to complete an order of protection reduced by as much as 50%—as well as for county staff, whose work can focus more on service and less time on administration.

[Click here to read the full story](#)



London Borough of Southwark

Residents of the London Borough of Southwark have access to some of the United Kingdom's most comprehensive and integrated government services. Every day, the borough responds to thousands of requests from the area's 256,000 residents. To improve employee processes and citizen services, the borough partnered with Vangent Limited, an established U.K. provider of services and technology. Vangent devised the powerful One Touch system, built on Adobe LiveCycle ES, Adobe Flash Platform, and Flex®, to automate the process of registering Southwark citizens for services.

“The combination of Adobe LiveCycle ES and the Adobe Flash Platform is ideal for making it more intuitive for people to participate efficiently in data-intensive processes,” says Adrian Blair, head of professional services and ICT, Vangent Limited.

The innovative government agency realized benefits including:

- Increased three-fold the number of services that many citizens access
- Improved services by reducing from five to one the number of calls citizens make to the department
- Saved \$1.7 million by automating service processing
- Accelerated processing of complex benefits requests, such as housing benefits, from 36 days to 1 day
- Accelerated CSR training for complex benefits processing from two years to as little as two days due to easier application for client services
- Achieved a 99% accuracy rate on One Touch forms

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Michigan Department of Community Health

The Michigan Office of Public Health Preparedness (OPHP) exists to protect residents against chemical, biological, and radiological threats. As part of the Michigan Department of Community Health (MDCH), OPHP collaborates with local, state, tribal, and federal authorities to minimize threats to public health from attacks, accidents, or other incidents. To address these concerns, OPHP adopted Adobe Connect to deliver accessible live and on-demand training for researchers, hospital officials, and community health advocates.

“Adobe Connect enables us to deliver the same vital information as in-person training classes to a wider audience, even as we face budget cuts,” says Mary Macqueen, public health emergency preparedness section manager.

In addition to delivering cost-effective live and on-demand training for researchers, hospital officials, and community health advocates OPHP has:

- Reduced travel costs associated with on-site training
- In a single quarter, one department saved \$7,000 in travel costs by using Adobe Connect
- MDCH offices and partners are now conducting weekly training sessions for up to 50 people, featuring guest presenters and covering topics such as public health preparedness, smoking cessation, as well as chronic disease and injury prevention

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Spanish Patent and Trademark Office

The Spanish Patent and Trademark Office (La Oficina Española de Patentes y Marcas—OEPM) is responsible for managing industrial property titles, including brands and commercial names (called distinctive signs), inventions, and industrial designs. Approximately 70,000 applications pass through this office annually, resulting in inefficient and often ineffective processing and handling. To address these issues, OEPM turned to technology partner Seidor to leverage its team's expertise in predesigned PDF forms and Adobe LiveCycle ES to develop more efficient and cost-effective processes.

“The advantage to users is that they don't need to be connected to our website to complete the forms... Now they have the option of downloading the forms, completing them at any time, and then connecting to the website again to submit them,” says Carlos Turmo, IT director.

Adobe LiveCycle ES was used to streamline application processing. Other benefits include:

- More than 70% user adoption of online application processes in just two months
- Improved efficiency of application processing by shortening data validation time
- Achieved significant cost savings that could be passed along to constituents

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State of Illinois, Department of Human Services

The Department of Human Services is one of Illinois' largest agencies and helps nearly 20% of state residents achieve self-sufficiency, independence, and health through the provision of seamless, integrated services for individuals, families, and communities. To engage more effectively with citizens and streamline forms processes, DHS selected Adobe Acrobat Pro software and Adobe LiveCycle Reader Extensions ES software.

“Adobe LiveCycle solutions eliminate many redundant processes and enable us to better serve citizens. We’ve also seen staff productivity go up and administrative costs drop by as much as \$6 million annually,” says John Rigg, forms management manager.

The comprehensive electronic forms management system based on Adobe solutions resulted in:

- A reduction in printing and distribution costs by \$1.2 million annually
- A savings of 1.5 hours of staff time for every service application
- A reduction of forms distribution time from weeks to minutes

[Click here to read the full story](#)



Tribunale di Cremona (Court of Cremona)

The Court of Cremona is an efficient unit of the Italian legal system. Fourteen judges and fifty employees work at the court which assembles about seven times a week, tackling as many as 13 criminal trials each time. Using a combination of Adobe LiveCycle solutions and Adobe Connect, the court is supporting an end-to-end process for holding legal proceedings with dispersed parties and efficiently delivering all required case documents.

The anticipated savings are impressive, including:

- Estimated €1 million in cost reduction over three years by using Adobe solutions to support digital trials and to train employees
- Estimated training costs for lawyers, as well as travel and training costs for detainees, is approximately €467,000 a year

[Click here to read the full story](#)



U.S. Army Corps of Engineers

With more than 35,000 engineers, scientists, and other specialists working together to investigate, develop, and maintain water and related environmental resources, the United States Army Corps of Engineers (USACE) faces a dire need to collaborate efficiently. Whether the organization is approving engineering designs, tracking projects, exchanging spreadsheets, or managing vendor contracts and invoices, personnel at USACE rely daily on Adobe Acrobat 9 Pro software to manage document-based processes.

With 10,000 active users on different versions of the software, there was enough demand for Acrobat within the Corps that it made sense to establish an enterprise contract with Adobe, resulting in:

- A savings of \$6.6 million over five years
- Helping the entire USACE of nearly 20,000 users work more efficiently

[Click here to read the full story](#)

U.S. Army
Corps of
Engineers

U.S. Department of Defense, Defense Information Systems Agency

The Defense Information Systems Agency (DISA) is a combat support agency that plans, engineers, and maintains global net-centric solutions serving a diverse group of autonomously managed United States Department of Defense (DoD) enterprises. These include the Office of the Secretary of Defense, the Joint Chiefs of Staff, Combatant Commands, and the nation's military branches. As a result, DISA identifies and deploys interoperable systems that meet the highest standards for security, availability, and quality. United States military personnel on land, sea, and in the air can collaborate and communicate around the clock using Adobe Connect through a single, secure portal.

“Adobe Connect shows that Adobe is listening to its user base and is evolving its solution to better meet the requirements of all groups that need to collaborate to accomplish goals,” says Lieutenant Colonel Karl Kurz.

The scope of this project is enormous, including:

- Supporting 5.3 million users 24 hours a day, 7 days a week around the globe, including airborne pilots and ship personnel
- Approximately 1,200 new users registering every week
- Hosting the largest live meeting in the history of the DoD

[Click here to read the full story](#)

U.S. Department
of Defense,
Defense Information
Systems Agency

U.S. Federal Highway Administration

The Federal Highway Administration (FHWA) is a major agency of the U.S. Department of Transportation that is charged with the broad responsibility of ensuring that U.S. roads and highways continue to be the safest and most technologically up-to-date. The FHWA uses Adobe Connect software to improve staff training and communication with just-in-time web conferencing and eLearning activities.

“At times, our training costs were up to \$1,200 for one person,” says Deborah Gwaltney, knowledge exchange manager. “By using the Adobe solutions to support our eLearning efforts, we realize remarkable savings. Throughout the organization, training is taking place that otherwise might not have been offered.”

[Click here to read the full story](#)



U.S. Government Printing Office

The U.S. Government Printing Office (GPO) has been the official national disseminator of government documents for nearly 150 years. The GPO supports crucial U.S. Federal Government operations, producing documents for legislative bodies like the U.S. Congress, security agencies like the U.S. State Department, and 130 federal departments and agencies in total. The agency serves as a centralized resource for gathering, cataloging, producing, providing, and preserving published government information in all forms—all while guaranteeing its authenticity. The GPO implemented a solution based on Adobe LiveCycle Digital Signatures ES and Adobe Acrobat Pro to generate, authenticate, and disseminate documents electronically.

The Adobe solutions give GPO a secure means of distributing essential materials. Benefits include:

- A savings of 20 tons of paper and \$1 million over five years by delivering budgets digitally
- Helping to ensure easy access to documents for a range of audiences
- Safeguarding official documents
- Protecting documents that travel inside and outside the GPO firewall

[Click here to read the full story](#)

GPO

Financial Services, Insurance, and Real Estate



Financial Services, Insurance, and Real Estate

Allianz

The Allianz Group is one of the world's leading providers of insurance, banking, and asset management. To create and deliver high-quality, cost-effective eLearning content to employees and partners worldwide, the company is using Adobe Connect.

“Initially our main argument was that eLearning would provide a cost savings of up to 30%, compared to traditional training seminars,” says Katja Ruisinger, manager of eLearning services. “This is indeed true, but not the only benefit.”

[Click here to read the full story](#)



Financial Services, Insurance, and Real Estate

Bank Midwest

Bank Midwest is a U.S. banking institution with over 70 branch locations. Its focus on customer service, operational efficiency, and target markets has proved a formula for growth. To support continued growth and to address time-intensive manual processes, Bank Midwest turned to Adobe LiveCycle Forms ES and Adobe LiveCycle Process Management ES to streamline completing and processing forms as platform- and application-independent PDF files.

“The automation supported by LiveCycle ES solutions is helping us to meet our customers’ needs more quickly and accurately. And that, in turn, is helping us meet our growth projections,” says Josh Laire, application development and integration manager.

Adobe solutions helped reduce:

- The reviewing and rechecking of debit card application processes from 4,800 hours per year to 400 hours per year
- Selection of a card number and updating the entry log and system from 1,200 hours per year to none
- Scanning and indexing debit card applications from 6,500 hours per year to 60 hours per year
- The correction of errors as a result of inadvertent data input from 2,060 hours per year to 40 hours per year

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Financial Services, Insurance, and Real Estate

Berliner Sparkasse

Berliner Sparkasse, the Savings Bank of Berlin, is one of Germany's major savings banks. The bank is a subsidiary of Landesbank Berlin AG, a long-standing banking institution founded in 1818. Despite enormous competition from within Germany and abroad, the bank is still the undisputed market leader in Berlin. Adobe LiveCycle ES solutions were selected to help process financial transactions and streamline routine processes.

“The increased efficiency relieves our employees of routine tasks, allowing them to spend more time with customers, where every minute really counts. In addition, we can minimize the wait time for our customer,” says Bodo Stüwe, project manager.

Benefits realized from the Adobe solutions include:

- Reduced time spent on routine tasks, freeing more time for consulting with customers
- The online consultation portion of Mission Finanzcheck reduced the duration of subsequent in-person consulting meetings by up to 30% and drew customers' attention to additional, valuable financial products and services
- Reduced costs and errors associated with forms processing by eliminating paper-based forms

[Click here to read the full story](#)



Financial Services, Insurance, and Real Estate

BNP Paribas

BNP Paribas is one of the strongest banks in the world within its peer group, according to Standard & Poor's, and the largest bank in the eurozone in terms of deposits. With a presence in more than 80 countries and more than 200,000 employees, including 160,000 in Europe, BNP Paribas is a leading European provider of financial services on a worldwide scale.

Aiming to find ways to support and strengthen its relationship with clients, BNP Paribas adopted Adobe Connect to launch an innovative online support service called Net Agency, which enables financial advisors to instantly connect with clients via web conference.

“Adobe Connect was fast and easy to deploy and configure, and fully met our expectations. Most importantly, our advisors and clients found the solution very easy to use, which was pivotal to the success of this project,” says Laure de Tilly, head of online development operations at BNP Paribas, Retail Banking.

In addition to giving advisers new ways to connect with clients, BNP Paribas:

- Achieved 100% conversion rate for online purchases and transactions
- Currently conducts an average of ten client video conferences per week
- Provided instant, reliable, and unobtrusive access to rich engagement tools

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Financial Services, Insurance, and Real Estate

CEDACRI

Based in Parma, Italy, Cedacri is a leading IT services provider to small- and medium-sized banks in Europe, which comprise Europe's largest banking sector and have a history of outsourcing services to achieve economies of scale. Cedacri is using Adobe LiveCycle solutions to automate the process of generating and completing banking forms, enabling its banking customers to access services faster and more reliably.

With the help of Adobe LiveCycle solutions, the company anticipates several benefits, including:

- Full return on investment in less than two years due to stable revenues and decreased system administration costs.
- Income per full-time employee (FTE) is expected to increase while expenses per FTE are expected to drop by reducing errors and significantly decreasing manual intervention in forms processes.
- Cedacri expects to save 0.5 staff-days by using LiveCycle each time it has to create a form. With traditional approaches, this activity typically required two to three staff-days. Overall, the expectation is that the company will be able to redeploy seven staff due to the efficiencies gained.

[Click here to read the full story](#)



Financial Services, Insurance, and Real Estate

DekaBank Deutsche Girozentrale Luxembourg S.A.

DekaBank Deutsche Girozentrale Luxembourg S.A. is a subsidiary of DekaBank the central asset manager for the German Sparkassen-Finanzgruppe. Successfully representing the Luxemburg banking industry since 1971, its core business includes corporate banking and capital markets, as well as asset management. Each day, more than 1,500 new documents are created and integrated into the bank's workflow. DekaBank Luxembourg is using Adobe LiveCycle ES solutions to automate completion and processing of customer service forms for account.

“With digital forms we realize faster processing, which increases processing quality, saves money and enables Sparkassen branches to offer better services,” says Markus Werner, leader IT service SDD/ SVM.

Using Adobe solutions, DekaBank was able to:

- Achieve 100% accuracy in data transfer with 2D barcodes on PDF forms
- Accelerate transition to digital forms
- Reduce costs for paper-based forms

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Financial Services, Insurance, and Real Estate

IFFCO-TOKIO Insurance Services Limited

IFFCO-Tokio General Insurance Co. Ltd. (ITIS) is one of the leading general insurance companies in India. ITIS has a pan-India presence, with a network of more than 150 offices and a workforce of over 1,000 employees. With its workforce spread across India, professional development was increasingly becoming a challenge for the organization, and traditional classroom training methods no longer satisfied the demand. Besides being expensive, arranging classroom training for employees in more remote or outlying cities was also not feasible from a logistical point of view.

“Classroom training can be costly and time consuming. But it was also essential for employees to go through regular training on different subjects to update themselves and be more productive in their work,” says Pragati Kakkar, Head, training and development at ITIS.

The company uses Adobe Connect as the basis for its eLearning platform; creating, maintaining, and publishing content online with Adobe Connect for nationwide access by employees. In addition to making training content easier to access for employees, the company also:

- Reduced training costs by 90%
- Reached employees in remote geographic areas
- Accelerated new hire training

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Financial Services, Insurance, and Real Estate

Investment Café

Investment Café is an independent company offering a suite of web-based financial reporting and fundraising products to the alternative asset community. The company's flagship product, the Investment Café Reporting System, has become a solution of choice for many of the world's largest alternative asset firms. Today, the company's solutions are used by firms managing more than \$150 billion in capital commitments, representing over 20,000 investors in more than 100 countries. Investment Café uses Adobe LiveCycle ES and the Adobe Flash Platform to accelerate and improve fund administration for alternative asset firms.

“The returns to fund sponsors using our tools built on the Adobe Flash Platform have been impressive. In one case, upwards of a million dollars annually was saved by automating statement creation and delivery. Eliminated are the costs to print, collate, and express ship thousands of investor documents every quarter,” says Mark Levey, CEO.

Besides the outstanding cost savings of over \$1 million annually, Adobe solutions deliver additional benefits, including:

- Accelerated creation and delivery of capital call letters by over 90%
- Reduced risks by minimizing opportunities for human errors

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INVESTMENT CAFÉ

Financial Services, Insurance, and Real Estate

IW Bank

Headquartered in Milan, Italy IW Bank has been operating since 1999 and specializes in online financial and banking services. With more than 250 employees, IW Bank became a publicly traded company in May 2007 and has an estimated net worth of €4.9 million as of June 2009. With an increasing number of customers and, consequently, a growing number of documents to manage, IW Bank decided to reorganize its internal document management system. The goal was to develop a solution to deal with approximately 3,000 documents produced daily; almost 200 of which are documents that customers need to complete and return to the bank. The documents could be generated based on 100 distinct templates.

IW Bank compared offerings from four vendors and finally chose Adobe LiveCycle ES solutions, including LiveCycle Output ES, LiveCycle Designer ES (to create the document templates), and LiveCycle Barcoded Forms ES to capture data returned on printed forms.

The decision to go with Adobe solutions was beneficial in several ways, including:

- Improved document management process by 75%
- Added a barcode to each document for automated data capture
- Improved internal efficiency by reducing time required to generate new document templates

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Financial Services, Insurance, and Real Estate

NASDAQ

Financial industry leader NASDAQ is using the Adobe Flash Platform, including Adobe Flex Builder™ and Adobe AIR®, to develop and deliver Market Replay, a powerful application that gives investment professionals moment-in-time views of trade activity.

For NASDAQ and investment professionals, the groundbreaking application delivers real returns, including:

- Brokerage firms using Market Replay can provide third-party confirmation that a customer received the best trade at the best available price. The ease of demonstrating that trades are valid and good can save a firm as much as \$115 per trade, resulting in dramatic savings over time.
- With Market Replay, analysts can often double their productivity, handling eight calls per hour, and cutting the rate per call in half to \$3.75, an impressive cumulative savings.
- By using Market Replay's diverse and powerful research functionality, supported by an accurate data set, firms can reduce the risk and cost of regulatory problems, potentially saving tens of thousands of dollars.
- Reduced frequency of trader stock price adjustments, resulting in possible savings of hundreds or even thousands of dollars per order.
- Accelerated service rep resolution of customer questions, lowering costs and boosting productivity by up to 50%.
- Estimated savings of thousands of dollars per quarter through improved compliance tracking.

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Financial Services, Insurance, and Real Estate

Optimal Payments

Financial services provider Optimal Payments rounded out its line of internal and external rich Internet applications (RIAs) with a recurring billing tool built with the Adobe Flash Platform, including Adobe Flex Builder, as well as Adobe LiveCycle Data Services ES. The online payment processing tool boosts services to Optimal Payments customers and provides streamlined payment processing all around. By building the dynamic application on the Adobe Flash Platform, the company accelerated application development by as much as 200%.

“We would never have been able to develop such a powerful, lightweight application in such a short time on any other platform than Flex,” says Jimmy Gianninas, development team lead. “It took half the time and one third the amount of code that would have been required using AJAX or other open source frameworks.”

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Financial Services, Insurance, and Real Estate

optionMONSTER

While most online brokerages merely provide a venue for trading, executives at optionMONSTER, a leading provider of financial market intelligence and analytical commentary, saw an opportunity to provide online traders with much more. With this concept in mind, optionMONSTER co-founders created tradeMONSTER, an online broker with a Web 2.0-style rich Internet application (RIA). Using Adobe technology, tradeMONSTER integrates a powerful online trading platform with informative, objective educational resources.

Overall, the application was 15 months in the making, with the Flex portion requiring about 7 months. *“The speed of developing in Flex Builder is better than with other tools,”* explains Sanjib Sahoo, vice president of technology. *“Overall, as a Web 2.0 and RIA framework, the out-of-the-box features of Flex Builder used in the Flex development environment can shorten development time by as much as 25% compared to any other framework in the market.”*

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Financial Services, Insurance, and Real Estate

Pictet & Cie Banque

Founded in Geneva in 1805, Pictet & Cie Banque today is one of the premier private banks in Switzerland and one of the largest independent wealth management institutions in Europe for both private and institutional wealth. Using Adobe LiveCycle solutions, the bank is automating branch processes, boosting staff productivity, and enhancing the quality of customer services.

“Our automated purchasing process saves us 20 to 30 minutes on each of the 50 orders that are placed daily,” says Gabriel Palmieri, workflow project leader. “We’ve made efficiency gains, which was the goal of the workflow implementation. This is an excellent example of ROI.”

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Financial Services, Insurance, and Real Estate

PruHealth

PruHealth is an award-winning British health insurance company, known for helping its customers take a more proactive role in managing their wellness by providing interactive online resources that reward individuals for establishing and reaching health goals.

Using the Adobe Flash Platform, PruHealth developed an easily accessible rich Internet application (RIA) that provides employees with visual presentations on their desktops, showing how lifestyle choices can help improve their overall health.

“With the Adobe Flash Platform, we created a richly animated site that brings a unique visual perspective to show customers how their daily habits contribute to their overall health and wellness... They can watch as rich-media charts and graphs update instantly to paint a comprehensive picture of lifestyle changes they can make to live healthier, and save money,” says Greg Peringuey, development manager for PruHealth Online.

In addition to presenting health information and fostering wellness, PruHealth:

- Boosted site traffic by more than 300%, resulting in 11,000 unique visitors per week
- Enabled seamless, reliable access to rich information and graphical data displays from any computing platform
- Accelerated the development and rollout of new features for the application

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Financial Services, Insurance, and Real Estate

Standard Chartered Bank

Standard Chartered Bank, listed on both London and Hong Kong stock exchanges, ranks among the top 25 companies in the FTSE-100 by market capitalization. The London-headquartered Group has operated for more than 150 years in some of the world's most dynamic markets, leading the way in Asia, Africa, and the Middle East. Its income and profits have more than doubled over the last five years, primarily as a result of organic growth, supplemented by acquisitions. Standard Chartered used the Adobe Flash Platform to enhance its user interface by making the website more interactive and visually more attractive. Its ATM Locator—www.standardchartered.com.hk/branch-atm-locator/en/index.html—was one of many new exciting features added on the website.

Since the introduction of this dynamic feature in fall of 2008, there has been a 10% to 15% increase of hits to the website.

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Financial Services, Insurance, and Real Estate

Synergy Capital Management

Australia's Synergy Capital Management Limited (Synergy) offers funds administration products and services that are distributed via independent planner networks to members of the public. Most account administration is handled by a financial planner on behalf of the investors. Synergy chose Adobe LiveCycle ES, including Adobe LiveCycle Forms ES, to automate online account opening.

“Thanks to Adobe LiveCycle ES, our new system conveys the professionalism of our products and demonstrates our commitment to excellence on every level,” says John Nesbitt, software engineer.

Synergy created fully automated account creation processes that previously required a 44-page application form to be completed by hand; the paperwork could take up to an hour per account. Other benefits include:

- Improved processing and approval time for new accounts
- Reduced error rate
- Improved agent productivity by 25%
- Accelerated online self-service utilization

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Financial Services, Insurance, and Real Estate

Thomson Reuters

Thomson Reuters offers intelligent, information-based solutions, software tools, and applications for professionals in many industries. For example, financial professionals rely on the company's trading and post-trade connectivity solutions, while accountants tap the company's decision-support tools and software applications for tax and legal research. The company is using Adobe Captivate and Flash Professional software to accelerate development of eLearning for its comprehensive portfolio of financial solutions.

“By using internal resources and solutions such as Adobe Captivate, we have reduced our training development time by more than 50%, and that’s translating to significant cost savings,” says Charles Jennings, global head of learning. *“Plus, because our internal specialists are closer to our solutions, our training has become more tailored, more focused—and improved overall.”*

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THOMSON REUTERS

Education



Academy of Art University

The Academy of Art University prepares aspiring artists and designers for professional careers by delivering undergraduate and professional degree and certificate programs. The university wanted to extend the reach of its programs, using 21st-century technologies and adopted Adobe solutions to extend the physical boundaries of its San Francisco campus and enroll record numbers of students into virtual, accredited, degree and certificate programs.

With Adobe Connect, students worldwide have instant, reliable access to rich, engaging online courses that mirror the courses offered on campus. The Adobe solution helps the university recruit more students at substantially lower costs, and expands the number of classes that can be offered, which helps to generate new revenues.

“Adobe Connect enables us to take web-based higher education to the level we always envisioned—by leveraging Adobe technology to easily reach students and prospective students worldwide,” says Jason Shaeffer, director of online studies at Academy of Art University.

In addition to being able to offer online courses, Academy of Art University:

- Achieved approximately 30% conversion rate for online recruitment campaigns
- Expanded the number of courses offered from 2 to 700
- Produced more than 10,000 pieces of video content
- Saved tens of thousands of dollars annually by replacing time-consuming and expensive on-site events with virtual events

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ACADEMY of ART
UNIVERSITY

FOUNDED IN SAN FRANCISCO 1929

Austin Community College

As one of 50 community college districts in Texas, Austin Community College (ACC) is among the largest and fastest growing two-year colleges in the nation. The college is home to more than 36,000 credit students, 2,350 faculty and staff, and seven full-service campuses with an eighth campus opening in 2010. Through eLearning and web conferencing sessions delivered using Adobe Connect software, educators at the ACC Visual Communication Department are not only redefining the possibilities for teacher-student interactions and getting students more engaged in learning, but is also benefiting the environment.

“Over the course of a semester, archiving classes in Adobe Connect saves me 40 hours or more,” says William Rainey, associate professor of Visual Communication. “With 20 to 25 hours of lecture time and 96 student contact hours per semester, per class, that’s a substantial savings.”

“The most ‘green’ thing we can do is increase the efficiency of what we have in place,” says Rainey. “By using Adobe Connect to deliver an online experience that is just as rich or richer than what we deliver in the classroom, we can move more students online, reducing the need for environmentally costly commutes and public meeting spaces, all while enhancing the learning experience.”

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Carnegie Mellon University

As part of the Master's in Human-Computer Interaction (M-HCI) program at Carnegie Mellon University, students complete an eight-month capstone project that integrates everything they have learned in their coursework into one end-to-end experience. Students work in interdisciplinary teams with an industry sponsor to produce a prototype that serves as a proof of concept for a novel service or product idea. Master's students created a breakthrough dental application prototype in six weeks using the Adobe Flash Platform—including Adobe AIR, Flex 3, Flex Builder 3—and Creative Suite Design Premium software.

“The prototype created using the Adobe Flash Platform and Adobe Creative Suite components is so advanced that it could readily be turned into a commercial product. DMD is a testament to the professional application prototypes students can create using Adobe solutions,” says Anind Dey, assistant professor.

The benefits of using Adobe solutions to create the breakthrough dental application prototype, with features such as 3D rotating views of a patient's mouth, included:

- Quickly integrated user input
- Completed 30 digital iterations in six weeks
- Leveraged Flex components to accelerate deployment
- Virtually eliminated bugs and browser compatibility issues
- Easily reviewed design iterations

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Carnegie Mellon

Clemson University

Clemson University combines the scientific and technological prominence of a major research university with the highly engaged academic and social environment of a small college. With 5,000 full- and part-time staff and faculty and approximately 17,000 students, and 55 sites worldwide, the university is focused on being an education leader. Clemson's information technology organization is committed to raising the university's environmental consciousness, reducing the campus' carbon footprint, and maximizing resources, while providing best-in-class collaborative technology using Adobe Connect, Adobe Captivate, and Adobe Flash Professional software.

“With Adobe Connect, we’ve seen improvements in administrative collaboration, enhanced student learning, and greater efficiencies in IT. Also significant, we’re meeting environmental sustainability goals by reducing resource use,” says Kathy Hoellen, director of teaching and learning services.

Advantages the Adobe solution provides to Clemson include:

- A 1,000% increase in web collaboration
- A quarter of a million online sessions in one year
- A reduction in travel expenses
- A savings of thousands of reams of paper
- Over 8,000 people now meeting online rather than in person

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Florida Center for Instructional Technology (FCIT)

Established in 1982, the Florida Center for Instructional Technology (FCIT) has been a leader in working with educators to integrate technology into their curricula. To provide rapid, reliable training to K-12 teachers across the state, FCIT regularly uses Adobe Connect.

Recalling the days when staff development relied entirely on face-to-face meetings, Michael Sweeney, senior training specialist, praised how the advent of Adobe Connect changed his profession. *“We no longer have to conduct expensive four-day onsite training sessions, after which we may never see the participants again,”* says Sweeney. *“Now we are mentors and trainers with ongoing, long-term relationships.”*

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Middlesex University

The National Centre for Work-Based Learning Partnerships (NCWBLP) at Middlesex University offers a wide range of higher education courses for people working full-time. As its base of international customers grew, and NCWBLP was offered projects in regions worldwide, the costs and even sometimes the safety of sending tutors to perform assessments or work directly with students could be problematic. To address this challenge, NCWBLP turned to Adobe Acrobat and Connect to provide students with fully interactive web-based courses filled with multimedia.

Now, when work-based learning students located abroad finish their projects, Middlesex tutors can remotely assist them, saving thousands of pounds in travel. *“Previously, the model was that instructors had to fly to an international office and spend a few days there,”* says Anthony Basiel, senior learning development tutor. *“The cost incurred with sending three or four people to Cyprus and putting them up in a hotel can be quite demanding. So our savings have been considerable.”*

In addition to the cost savings, the rich, interactive eLearning supported by Adobe solutions delivers several additional benefits to NCWBLP, including:

- Won top United Kingdom award for eLearning
- Improved capability to deliver rich, interactive eLearning courses
- Increased flexibility for tutors and students

[Click here to read the full story](#)



NBC Universal

NBC Learn, the education arm of NBC Universal, is transforming how teachers develop learning materials and how students consume knowledge with groundbreaking digital media tools. As learners increasingly shy away from textbook learning, teachers need tools to easily develop curricula in ways that engage students and capture their imagination.

NBC Learn adopted the Adobe Flash Platform, Creative Suite, and Adobe SiteCatalyst®, powered by Omniture® technology to create a unique learning platform that helps the company deliver and monitor customizable interactive learning content for an enhanced student experience.

“In partnership with the Gilder Lehrman Institute of American History, the Flash Platform enabled us to resurrect historical documents, images, and letters from centuries ago and enable students to interface with them in ways never before possible.” Adam Jones, senior vice president, NBC Learn.

In addition to revolutionizing in-class learning, NBC Learn:

- Condensed application development by 60% for faster delivery to market
- Reached an additional 50% of the education market
- Implemented the program in schools in more than 40 countries

[Click here to read the full story](#)



Purdue University

At Purdue, students in the university's Computer Graphics Technology (CGT) program are designing intuitive applications that consolidate and deliver large volumes of complex information. The dynamic applications provide at-a-glance insights, making it easier for users to digest information and obtain the big picture from one source. The Adobe Flash Platform, including Adobe AIR and the Flex development framework, as well as Adobe Creative Suite 4 Master Collection software, are at the heart of the students' efforts.

“Adobe Creative Suite 4 and the Adobe Flash Platform enable students to build both design and development skills. With Adobe software, students have the potential to become renaissance individuals that simultaneously function as designers and developers. These individuals are therefore extremely successful in the classroom and marketable in industry,” says Kellen Maicher, assistant professor and Adobe Education Leader.

A group of students created and tested an application that serves as the central point of knowledge for students enrolled in the course. Test results showed that students who used the application made 32% fewer errors on two of the three tasks assigned to them. Post-testing interviews linked this result to the simplified and dedicated interface of the AIR application. They also reported reduced development time by 50% with the Flex environment.

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Rosetta Stone

Rosetta Stone, a leading provider of language-learning software, set out to deliver a fully web-based multiuser program to bring new levels of interactivity, fun, and impact to learning languages. To power its new collaborative online system, TOTALe, Rosetta Stone turned to Adobe LiveCycle Collaboration Service, a suite of hosted real-time, multi-user services based on the Adobe Flash Platform.

“With the integrated voice over IP (VoIP), streaming video, instant messaging, web conferencing rooms, and other capabilities in LiveCycle Collaboration Service, we were able to get TOTALe up and running faster and accelerate our time-to-market,” says Mike Fulkerson, senior vice president of Technology and Labs.

For Rosetta Stone, there are many benefits to using Adobe LiveCycle Collaboration Service, including:

- Accelerated application development by as much as 75%, resulting in faster time to market
- Created prototype solution in one month with small team
- Acquired new users and opened new revenue stream
- Took advantage of hosted Adobe services to reduce IT burdens

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Shiawassee Regional Education Service District

At the Shiawassee Regional Education Service District (SRES D) in Michigan, K-12 schools are saving money while providing convenient, high-quality professional development for teachers using Adobe Connect software.

“With Adobe Connect, the savings in gas, lodging, and time are significant, especially if you chalk up both meetings and professional development sessions. There is also a major convenience factor because everyone is short on time. Adobe Connect lets people use their time more productively, instead of having to drive for hours to attend in-person meetings or training,” says Carolyn McCarthy, educational technology coordinator.

With Adobe solutions the school district:

- Provided exceptional professional development to hone teacher skills
- Cut travel costs significantly
- Saved valuable time for teachers by enabling them to attend sessions at their own convenience
- Tapped into web conferencing for meetings to save travel time and costs

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The School District of Palm Beach County

Palm Beach County School District in Florida is the 11th largest school district in the United States. The district has 168,000 students, 20,000 employees, 36,000 volunteers who work in schools with students, and more than 185 schools as well as additional charter schools. The school district is in the largest geographical county east of the Mississippi River, making it challenging to reach every teacher and student. Adobe Creative Suite software and Adobe Connect were chosen to empower the geographically dispersed district with powerful online communication tools.

“With Adobe software across the district, we are fostering digital literacy and integrating technology into the curriculum so that students can take their skill sets into college or straight into the workforce and be successful. Plus, we found that students are much more engaged and committed when Adobe technology is an integral part of the curriculum,” says Kim Cavanaugh, educational technology programs specialist.

The use of Adobe solutions have:

- Built digital literacy skills for 168,000 students
- Provided effective ways for students to actively learn and engage with concepts
- Brought dispersed district together with sophisticated online learning network
- Expecting that Adobe Connect will pay for itself within one year

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Manufacturing



Advantest

Headquartered in Tokyo, Advantest is the leading provider of testing equipment for semiconductors. The company uses Adobe Acrobat to improve review of and collaboration on design documents across internal project teams and with key outside partners.

“In terms of revising manuals, Adobe Acrobat helped us shorten review time almost by half—to 4.7 days compared to 8.6 days for conventional paper-based review processes,” says Etsuko Yoshikawa, SE Headquarters, SE Technology Department Manual Division. *“The overall turnaround time was reduced by 30%.”*

The efficiencies translate into distinct advantages for Advantest staff as they work to meet tight production schedules and keep costs in check:

- Accelerated document review cycles by as much as 45%
- Improved quality and timeliness of reviewer feedback
- Minimized DTP production errors thanks to more accurate input
- Reduced costs to manage document review cycles

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Advantest

Manufacturing

Allgaier Automotive GmbH

Allgaier designs and manufactures molding tools primarily for the automobile industry, an industry in which every improvement in design and manufacturing processes has a clear impact. The company is using Adobe Acrobat and Adobe LiveCycle ES to securely exchange 3D models in PDF with staff, customers, and suppliers.

“During a ten-day period, we have to exchange as much as 30GB of design data with customers and suppliers,” says Ralf Schmidt, manager of tool design and construction.

Data from different, independent systems is collected and made available via download in a digital folder within the portal. In addition to CAD data, the portal can contain documentation, presentations, spreadsheets, photos, or videos—all available to the recipient through the portal. The upload to the server only takes about five minutes for 1.5GB of data.

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**Allgaier
Automotive
GmbH**

Manufacturing

Alto Aviation

Alto Aviation serves top customers such as Gulfstream Aerospace, Dassault Falcon Jet, Embraer, and Sikorsky. The company also provides high-fidelity audio entertainment systems for leading after-market firms that retrofit corporate jets. The company is using Adobe Acrobat 9 Pro Extended and 3D PDF files to accelerate product development and reduce costs, while automating forms-based processes to increase efficiencies.

“By delivering designs in Adobe 3D PDF, we reduced product development cycles and costs by an average of 30%, and in some cases up to 90%,” says Jim Gutterman, director of IT. *“Moreover, we can respond to customers with design changes in hours or days versus weeks.”*

“Our customers are bowled over because they can send us a change one day, and we can respond within a few hours or the next day with a revised design,” he adds. *“Word is getting out about how nimble we are, and it’s resulting in increased sales. Delivering designs in Adobe 3D PDF is key to making this happen.”*

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Atrus Incorporated

Atrus specializes in designing and engineering a wide range of products for use in aerospace, business machines, and the medical and automotive industries. The firm is using Adobe Acrobat to streamline reviewing, commenting on, and approving engineering designs among staff and with clients.

“By distributing 3D designs in Adobe PDF, we’ve accelerated review cycles by as much as 200%,” says Doug Dominick, president.

In addition to faster design-review cycles, Adobe Acrobat provides several added benefits, such as:

- Strengthen client relationships, laying a foundation for future design work
- Reduced design errors
- Speed product time to market
- Increased employee productivity

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Bombardier

Bombardier jets are used by commercial airliners, corporations, and government organizations around the globe. The company provides pilots and technicians with comprehensive training manuals, costing hundreds of dollars to print and distribute—providing more streamlined and controlled access to information is a top priority. Using Adobe Acrobat and Adobe LiveCycle ES, Bombardier is protecting confidential aircraft information, while ensuring that authorized customers have access to the information they need.

“With our previous approach, it took approximately two days to update a document and then integrate the appropriate access controls before we could send it to a customer. With Adobe LiveCycle Rights Management ES, it now takes five minutes, because document controls can be changed instantly, without having to redistribute documents or involve a programmer to create new policies,” says Ken Knitter, supervisor of web-based training and learning.

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BOMBARDIER

C&D Zodiac

C&D Zodiac works with many of the world's largest aircraft manufacturers, including Boeing and Airbus, to produce and integrate aircraft interiors known for quality, comfort, and safety. With nearly 5,000 employees in 17 divisions in five countries, finding a way to reliably share complex 3D engineering models was critical for C&D Zodiac. The company uses Adobe LiveCycle PDF Generator 3D ES and Adobe LiveCycle Reader Extensions ES to convert files to compact, readily available 3D PDF files for review by engineering and non-engineering teams.

At C&D Zodiac, design review starts in engineering, but then quickly extends to procurement, compliance certification, suppliers, manufacturing, and other teams. *“We found the best approach for collaborating with such a broad audience is delivering 3D models in PDF,”* says Joe Burch, engineering systems specialist.

C&D Zodiac estimates having saved well over \$100,000 in 3D model viewing software by using the free Adobe Reader to view designs in 3D PDF.

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C&D
Zodiac

Eaton Corporation

Eaton Corporation delivers an award-winning line of power management solutions that keep vital systems up and running at corporations worldwide. The company uses Adobe solutions, including delivering engineering models as 3D PDF files, to provide its field staff with reliable, easy access to complex manuals incorporating 3D.

For Eaton, the advantages directly impact the quality of service that field staff can deliver to customers, as well as enhance internal operations:

- Accelerated field staff access to information by as much as 99%
- Improved product understanding and productivity by communicating 3D designs in Adobe PDF
- Reduced costs to print and deliver manuals

[Click here to read the full story](#)



Grundfos

Based in Denmark, Grundfos is the world's largest manufacturer of circulation pumps. With its large employee base and complex products, Grundfos has its own training academy that today is supported in part by Adobe Connect.

“With Adobe Connect, we can rapidly create and assemble a complete training presentation in less than three hours—previously it could take three weeks just for the planning and storyboard,” explains Ole Kristensen, senior eLearning consultant. *“We can now train our staff worldwide on a given topic within 24 hours. This is truly rapid learning. Thanks to Adobe Connect, we can train our employees worldwide faster and more cost effectively than ever.”*

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Huurre (Porkka)

Businesses worldwide turn to Porkka for its proven commercial-grade refrigeration and cold-room systems. In addition to delivering outstanding products to hotels, restaurants, and medical laboratories, Porkka further differentiates its business by offering extensive customization options—over 80 variations of cooling systems—to accommodate each customer’s engineering, environmental, and regulatory requirements. To accelerate design review, the company is using Adobe Acrobat to enable dispersed project teams to share, review, and comment on design models and other product engineering documents in Adobe PDF.

“With Adobe PDF, we accelerated collaboration processes by as much as 75%... We’ve also seen a huge decrease in the size of files to transmit. Design documents in Adobe PDF can be as much as 95% smaller than the same details in native files,” says Ari Kahrola, project manager.

The advantages extend across Porkka and its customers, including:

- Expanded access to engineering designs
- Improved customer and partner understanding of company solutions
- Reduced costs and enhanced services by minimizing errors, incompatible file formats, and complex setups for end users

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PORKKA

The INDAK Group

The INDAK Group has been involved in downstream manufacturing for more than half a century. The Illinois-based company designs and manufactures OEM mechanical and electronic switches, resistors, and other devices for automotive and appliance manufacturers and their suppliers worldwide.

Given the array of projects that INDAK design engineers handle and the large number of customers and outside partners they work with, INDAK staff must manage CAD files from a variety of applications. To achieve a more reliable and universal way to distribute and review engineering documents, INDAK turned to 3D PDF files. In addition, the firm is using the Adobe solution to read all the CAD files into its Siemens (UGS) NX application without having to purchase additional seats of expensive software and file translators.

For INDAK, there are many benefits to using Acrobat, including:

- Saved thousands of dollars by eliminating the need to buy extra CAD applications and translators
- Reduced design review cycles by 15% or more
- Reduced time to package customer quotes for review by as much as 90%
- Created 3D PDF files 100 times smaller than the native CAD file
- Improved quality of designs and communication process

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Snap-on Credit

Snap-on Credit's mission is to be a world-class provider of innovative tools and equipment acquisition solutions to Snap-on and its customers on a global basis. The organization is using Adobe LiveCycle solutions to automate delivery, completion, and processing of credit application and contract forms that include CIC's electronic signatures.

“The adoption rate of the PDF forms was phenomenal,” says Thomas Niman, director of business operations and systems integration. *“Within nine months of our first pilot franchisee implementation, more than 90% of all contracts were being submitted electronically. With Adobe solutions, the time to receive and process most contracts has gone from several days to minutes. We’ve also seen a dramatic drop in error rates on contracts—from 15% to fewer than 2%.”*

[Click here to read the full story](#)



Sony Corporation, Semiconductor Division

The Sony Corporation's semiconductor laser, a key component for many digital equipment devices worldwide, enjoys the top spot in the market. To keep up with diverse consumer needs and each product's short lifecycle, the company wanted to reduce the development and production lead time for the semiconductor laser. The Sony Atsugi Technology Center is using Adobe Acrobat Pro software to convert engineering documents to PDF for streamlined review and approval.

“The approval lead time became very quick. It used to take on average one week, but with Acrobat I can receive any approval from any of the seven project managers on any given day,” says Ms. Sachiko Yanagi, approval systems coordinator.

With Adobe Acrobat, the design review and approval time was reduced to 1/7 of the time previously required using the paper-based process.

[Click here to read the full story](#)

Sony Corporation,
Semiconductor Division

Toshiba America Business Solutions (TABS)

TABS is responsible for the planning, distribution, marketing, sales, and support of Toshiba's copiers, facsimiles, and multifunction printing products as well as toner products and network controllers for the United States, Mexico, Latin America, and the Caribbean. The company uses Adobe Connect to conveniently and efficiently train sales representatives and dealers worldwide.

By leveraging Adobe Connect to quickly and cost-effectively train staff and partners, TABS is realizing several benefits, including:

- Reduced compliance training time by 33%
- Cut Six Sigma training down from seven onsite hours to three 45-minute online modules
- Condensed multi-day training curriculum into one- or two-day events

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Victor Company of Japan, Limited

Victor Company of Japan, Limited (JVC) has introduced to world markets many revolutionary products—including televisions, stereos, video players, and other popular devices—all created through close collaboration between JVC and its hundreds of parts suppliers. The company is using Adobe Acrobat software to convert engineering specification documents to PDF for streamlined review and approval across the supply chain.

“We previously sent multiple sets of Delivery Specification Documentation for each part. JVC circulated them to the appropriate groups and then held the original copy after signing and stamping. By converting documents to PDF, we’ve eliminated the need to make copies and manually deliver materials to all manufacturers. As a result, the lead time was shortened and cost savings were realized,” says Mr. Toshikuni Taira in the Planning Group Sales Administration Center at Alps Electric, a member in the Supplier Specification Documentation process.

JVC has reduced document exchange cycles from as long as 20 days to 1 day, and shortened product time to market with accelerated document sharing.

[Click here to read the full story](#)



Architecture, Engineering, and Construction



Architecture, Engineering, and Construction

3DE

3DE specializes in delivering production-ready designs for a wide variety of clients in architecture, optics, industrial design, automotive, telecommunications, and more. The firm focuses on complex 3D strategies and automated solutions as well as application development, leveraging 3D PDF files to improve information sharing and collaboration.

“By using 3D PDF files, we have accelerated collaboration time by 50% and improved the quality of communication by 200%,” says Jess Maertterer, owner. *“If you want to show something in 3D, 3D PDF is the ultimate collaboration technology to use.”*

For the firm’s busy staff, the Adobe solution brings new efficiencies to outdated workflows:

- Reduced design review cycles by 50% or more
- Improved quality of designs by 200%
- Eliminated the need to purchase costly CAD and translation software
- Reduced CAD files sizes by as much as 90%

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Architecture, Engineering, and Construction

Bureau Veritas

Built on a reputation of delivering economic value through solid risk management and performance improvement, the Bureau Veritas Group has helped clients comply with quality, environmental, construction, and health and safety standards since 1828. Bureau Veritas' network of regional and local offices—comprised of 900 global locations and more than 40,000 employees—manages client relationships and delivers a comprehensive range of services including inspection, testing, auditing, certification, training, and others. Bureau Veritas uses Adobe Acrobat 9 Pro to improve the process of reviewing and approving engineering and design documents for construction projects for the State of California Energy Commission.

“With Acrobat 9 Pro, we eliminated the need to share printed documents with our staff, and design partners. Everything happens faster and more efficiently. In just printing, shipping, and document administration costs alone, we save more than \$200,000 on a typical project,” says Kevin Wedman, vice president.

With multiple ongoing, large-scale projects, the use of Acrobat 9 Pro helped Bureau Veritas:

- Save approximately \$200,000 in document administration costs per project
- Reduce document review time by up to 95%
- Eliminate the printing of thousands of unnecessary documents
- Reallocate hundreds of man-hours to more higher-value uses
- Reduce the carbon footprint of each project

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Architecture, Engineering, and Construction

CG Visions

CG Visions is a recognized leader in Building Information Modeling (BIM) consulting services. Utilizing 3D models in PDF is enabling the firm's home-building clients and their customers to gain rapid, reliable insight into home designs, long before construction begins. The company uses Adobe Acrobat 9 Pro and converts 3D models from a variety of design applications to PDF to facilitate collaboration between design and construction teams and to better communicate design details to homebuyers.

“We use 3D PDF files as a mark-up and communication tool to facilitate conversations between engineers and architects. They use the free Adobe Reader to collaborate better, and finish the work faster and more cost effectively,” notes Cory Shively, partner.

Managing the building process using 3D PDF files has helped eliminate the need to circulate multiple designs simultaneously, and:

- Reduced change order costs by as much as 95% during home construction
- Reduced building materials costs by minimizing rework and waste

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Architecture, Engineering, and Construction

Consolidated Contractors Company (CCC)

Consolidated Contractors Company is one of the largest construction companies in the Middle East, serving clients in Africa, Asia, and the Middle East. Using Adobe Acrobat, CCC is supporting a variety of critical workflows, from design review and collaboration to streamlining the completion and submission of forms for Human Resources activities.

With thousands of employees working with clients, regulators, and partners around the globe, the ability to reliably complete, review, and comment on business and engineering documents in Adobe PDF is enhancing operations all around. Benefits include:

- Reduced administrative costs by tens of thousands of dollars annually
- Improved monitoring of remote operations
- Boosted employee productivity
- Streamlined identifying and hiring skilled staff

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Architecture, Engineering, and Construction

Daiwa House Industry, Ltd

As a pioneer in manufactured housing, Daiwa House Industry Co., Ltd. has been a major contributor to improving housing options in Japan. Daiwa House develops homes in which the latest in technology, such as security and surveillance systems and earthquake-proofing equipment, are evaluated and installed to meet client needs. To address the challenge, the company adopted Adobe Acrobat 9 Pro software. The goal was to convert standard detail drawings to PDF to streamline the exchange of information and to reduce costs associated with paper-based design collaboration.

“We used to spend about US\$600,000 a year on printing, but going paperless with Adobe Acrobat 9 Pro eliminated this cost. It became possible to review the most recent drawings at any time and we saw fewer mistakes regarding information requests and orders for building materials,” says Hiroyasu Ito of the Design Solutions Group.

Some impressive benefits have resulted in the use of Adobe solutions:

- Reduced printing costs by up to ¥50 million per year
- Created a searchable index of more than three million digital design drawings for rapid, streamlined access and collaboration
- Accelerated delivery of semi-custom housing products to market

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Daiwa House[®]
Daiwa House Group

Architecture, Engineering, and Construction

Designbrand

As one of New Zealand's leading product design firms, Designbrand works with a wide variety of local and international clients. From designing mass transit equipment to creating systems for magnetic resonance imaging, the firm is an established design innovator. The firm is using Adobe Acrobat 9 Pro Extended and Adobe Creative Suite Master Collection to accelerate and simplify design review cycles with clients and manufacturing partners.

“We can save thousands of dollars and literally cut weeks off prototyping and review cycles with Acrobat 9 Pro Extended,” says Jurgen Brand, principal. *“The streamlined processes can accelerate product time to market, a priority for our clients.”*

For Designbrand, the Adobe solutions deliver the requisite power, flexibility, and ease of use, as well as the following benefits:

- Reduced prototype review cycles by weeks
- Reduced prototype development costs by potentially thousands of dollars per project

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Architecture, Engineering, and Construction

IMP Aerospace

Formed in 1970, IMP Aerospace provides depot level engineering and maintenance support to the Canadian Forces and various international customers. The company completes over 68,000 work orders that total approximately 380,000 maintenance tasks on aircraft per year. Adobe LiveCycle Forms ES, LiveCycle Process Management ES, LiveCycle Reader Extensions ES, LiveCycle PDF Generator ES, and LiveCycle Output ES were chosen to streamline paperwork processing for engineering and maintenance operations and to automate internal forms processing within its organization, including human resources.

“There are many advantages to our more automated approach built around LiveCycle ES. It is easier for the company to comply with regulatory requirements. We’ve eliminated costs to produce and store paper, and we’ve greatly reduced the risk of errors,” says Dale Rockwell, director of continuous improvement.

IMP Aerospace has migrated over 50 internal forms to more automated PDF forms and seen benefits such as:

- Up to three times faster RES and Rob/Transfer form processing time
- Improved regulatory compliance
- Improved communication and collaboration across engineering and maintenance teams
- Reduced RES form processing costs by 21%
- Enhanced process efficiency, resulting in improved service to customers

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Architecture, Engineering, and Construction

Lang + Lang

Lang + Lang specializes in creating technical documentation for industrial equipment and machines, which includes the preparation of CAD data. The firm uses Adobe solutions to create and animate technical documentation, which includes interactive 3D PDF models.

“3D models in Adobe PDF provide for better understanding of the documentation and avoid operating errors, which can cause expensive damage to machines,” says Ralf Vormbaum, chief operating office at Lang + Lang and Vormbaum Industrietechnik.

By using the Adobe technology, the firm has realized several benefits, including:

- 25% reduction in time required to create technical documentation
- Fewer misunderstandings during the operation of complex machines and equipment through the use of embedded 3D models
- Protection of intellectual property rights of 3D data distributed to subcontracting firms

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Lang + Lang

Dokumentation 3D-CAD Simulation

Architecture, Engineering, and Construction

Sundt Construction, Inc.

Employee-owned Sundt Construction is one of the oldest and largest general contractors in the United States, overseeing construction projects costing tens of millions of dollars and involving hundreds of subcontractors and vendors. With Acrobat 9 Standard, Sundt Construction is equipping project teams in the field with tablet PCs containing plans, specifications, and other documentation delivered as dynamic PDF documents.

“We no longer have to pay tens of thousands of dollars annually for photocopies, many of which are discarded as documents are updated and redistributed,” explains Frank Bejarano, project manager. *“At the same time, construction waste is reduced, because more automated document review processes make it easier to catch and correct construction mistakes sooner.”*

By giving project teams of up to 50 people ready access to digital construction documents in PDF, Sundt Construction has:

- Saved tens of thousands of dollars on document printing and management costs for large projects
- Kept projects on track and within budget with faster problem solving
- Reduced archiving and warehouse costs

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Architecture, Engineering, and Construction

Virtual Architec

With extensive experience in the building trades, Virtual Architec specializes in working with builders, homeowners, and dealers to design custom homes. Using Cadsoft Envisioneer software, the team of six designers creates parametric building designs and blueprints for a wide variety of residential construction projects. As designs are created, the firm's staff distributes them as compact 3D PDF files for review.

“It’s incredible. We can deliver interactive 3D PDF files containing complex 3D models in less than an hour, instead of eight to ten hours using other software. It reduced our cost for the process by more than 90%, and had an even bigger impact on staff productivity,” says Ed Staelens, president of Virtual Architec.

The streamlined processes supported by Adobe solutions enable the firm to communicate visually and efficiently with all parties involved in the building process. Benefits include:

- Shortened conversion time of 3D models from 10 hours to less than 1 hour
- Reduced document sharing and delivery costs by 90%
- Shortened design-build cycle
- Minimized construction change orders thanks to clearer collaboration
- Enhanced client satisfaction with easy access to 3D PDF models

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Life Sciences



Children's Hospital Boston

Founded in 1869, Children's Hospital Boston is the nation's leading pediatric medical center, and the primary pediatric teaching hospital of Harvard Medical School. The hospital's facilities consist of a large medical complex, a smaller hospital located about 30 miles outside of Boston, and several satellite centers. A critical element to efficient hospital operations is ongoing training for staff to ensure compliance with requirements from the Joint Commission on Accreditation of Healthcare Organizations and professional accrediting agencies.

Using Adobe Connect, the hospital is providing valuable training to its dispersed and diverse staff, saving an estimated hundreds of thousands of dollars annually in travel expenses, while providing staff with more time to focus on their core responsibilities.

[Click here to read the full story](#)



Children's Hospital Boston

Janus Health

Janus Health pioneered the first adoption of mobile technologies for use in housecall medical practices. Based in San Diego, California, Janus Health integrated Adobe LiveCycle Forms ES, LiveCycle Process Management ES, LiveCycle Reader Extensions ES, as well as Adobe Acrobat Pro, into a mobile business process automation solution that physicians can rely on in the field.

“Escalating healthcare costs can be reduced dramatically by offering acute care in patients’ homes. Adobe LiveCycle ES provides vital tools for solving the complex information and business processing requirements for in-home healthcare,” says C. Gresham Bayne, M.D., co-founder.

With the help of the paperless solution, Janus Health has:

- Reduced 26 pages of paper forms to a single, integrated electronic form in PDF
- Streamlined compliance with privacy and Medicare regulations
- Increased the number of housecalls possible in one day

[Click here to read the full story](#)



MedPoint Communications, Inc.

MedPoint Communications is a world leader in providing marketing services to the biopharmaceutical and global healthcare industries. The company uses Adobe Connect software to efficiently reach more physicians with timely information via its Speaker Program.

“With Adobe Connect, we’re helping our clients drive down the cost of healthcare marketing,” says Brian McFadden, vice president and general manager of virtual media. “We can provide an unprecedented level of information and education using an innovative approach that eliminates expensive and time-intensive travel.”

Adobe Connect has replaced in-person speaker-training events for hundreds of physicians hosted at expensive venues, and has resulted in:

- A decrease in the total cost of some client initiatives by 80%
- A 100% reduction in paper used for speaker program training

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Memorial Hermann Healthcare System

Memorial Hermann Healthcare System, the largest healthcare network in Texas, was an early adopter of the migration to electronic medical records from traditional paper files. With newly adopted technologies, protocols, and applications comes new challenges such as managing information and training staff. Memorial Hermann selected Adobe Connect to host meetings and provide a collaborative environment for the review and governance of medical systems associated with electronic medical records.

“The savings in time and financial resources have been incredible. With Adobe Connect, we spend less time working on computer systems and more time where it counts—caring for our patients,” says Dr. Robert Murphy, chief medical informatics officer.

The use of Adobe Connect has yielded the following benefits:

- Accelerated new system implementation by reducing completion of order set review process from six months to six weeks
- Saved thousands of dollars over a 12-month period by reducing cost of monthly medical informatics committee meetings
- Reduced in-person meetings by 50% with the use of Adobe Connect

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Procter & Gamble

Procter & Gamble (P&G) manufactures and sells many of the world's leading consumer brands, including Pampers, Tide laundry soap, and hundreds of other high-profile products. In addition, P&G provides a variety of prescription and over-the-counter medicines. P&G used Adobe LiveCycle solutions as part of its eLab Notebook initiative to create, manage, review, sign, and approve research and development information.

“Using Adobe LiveCycle PDF Generator to create an electronic PDF archive saved the cost of physically storing project information and created an accurate, searchable electronic record. It was a huge benefit to researchers,” says Kay Bross, former senior PKI specialist in Information Security and Solutions at P&G.

For P&G researchers, the eLab Notebook initiative built around Adobe solutions delivered tangible savings, including:

- Reduced administrative time spent by scientists by as much as 10% weekly.
- An initial study of anticipated savings from the eLab Notebook initiative estimated an overall productivity gain of 5%. However, actual productivity realized by the solution for some early adopters was approximately 10%, translating to as much as four hours per week of time for each researcher.
- This savings, combined with a projected 7% productivity gain due to the ability to more easily and reliably reuse knowledge across experiments, added up to millions of dollars in savings per year for the company.

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Media and Publishing



Media and Publishing

AOL

AOL provides Internet services and some of the web's most compelling news, lifestyle, and entertainment content to millions of customers worldwide. The launch of AOL's Top 100 Videos desktop widget highlights the company's commitment to providing customers with unmatched experiences. Delivered on the Adobe Flash Platform, the popular AOL Top 100 Video desktop service was built using Flex 3 and runs as a dynamic Adobe AIR widget on customers' computers.

“The AIR widget has one of our site's highest conversion rates—almost 70%—from visits to install,” explains Sun Sachs, vice president, key experiences. *“We attribute that to the quality of video and information we can deliver, as well as the ease of downloading and using Adobe AIR.”*

“Developing applications on the Adobe Flash Platform is up to 90% faster compared to developing in other environments,” says Sachs. *“We don't have to deal with four or five code bases and extensive QA testing on multiple browsers. There's tremendous efficiency in building once or reusing code and then distributing to many operating systems and devices.”*

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Atlantic Records

Atlantic Records is known worldwide for its innovative music compilations and promotion of some of the most recognized names in the music industry. To continue to provide customers with compelling services, Atlantic Records created the Fanbase rich Internet application (RIA) using the Adobe Flash Platform, including Adobe Flex Builder and Adobe AIR. The dynamic service has been a hit, offering music fans a flexible desktop application that includes access to live chat, a built-in music player, news, videos, and other real-time content in one place.

“Fanbase has enhanced our relationship with audiences,” says Eric Snowden, senior creative director. “More than 70% of the people that have downloaded Fanbase come back at least once a day, and over 95% come back at least every three days.”

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Bernstein-Rein Advertising

Day-to-day duties of Bernstein-Rein project managers included creating hard-copy ad proofs for internal distribution within the agency—to creative staff, art directors, and the production studio—waiting for everyone’s mark-ups, and consolidating the feedback over multiple rounds of reviews. There’s a lot of going desk to desk to obtain comments and signatures, not to mention dealing with long printer queues and inadvertent printing errors. To improve its processes, the firm adopted a workflow built around Adobe PDF.

“Our Acrobat Pro solution translates into a huge improvement in efficiency and speed; but more importantly, it has dramatically improved our client services,” says Jason Eaton, creative systems analyst. *“People here are freed from doing repetitive busywork and have more strategic time and energy to contribute to every project.”*

The enhanced processes impact employee productivity and overall services, providing a critical edge in the fast-paced world of advertising:

- Reduced time to market for ads by 50% or more
- Eliminated duplicate data entry
- Supported ad hoc workflows, a must in the hectic ad agency environment
- Freed staff time for more strategic services

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Media and Publishing

DIRECTV

DIRECTV, Inc., the nation's No. 1 satellite television service, presents the finest television experiences to more than 17.6 million customers. DIRECTV customers enjoy access to over 265 channels of 100% digital picture and sound, exclusive programming, and superior technologies that include the highest level state-of-the-art interactive sports packages available anywhere. On National Football League (NFL) game day, DIRECTV streams live, every play, every minute of every game onto your computer. DIRECTV's innovative service, Supercast, runs on Adobe AIR, and extends the entire interactive NFL SUNDAY TICKET video experience beyond the living room directly to subscribers' computers and on the web in real time.

"Fan reaction was incredible and we saw significant growth compared to the previous year," says Steven Roberts, senior vice president, new media and business development. "Enabling our customers to enjoy their video entertainment experience wherever and whenever they want it is an important differentiator for DIRECTV and we see enormous opportunities in this area in the years ahead."

Within the first weeks of launch, thousands of subscribers downloaded Supercast which is contributing to the steady rise of SuperFan subscriptions year over year.

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Media and Publishing

Herff Jones

With more than 85 years of experience in providing solutions for designing and producing yearbooks, Herff Jones understands the challenges and commitment that go into capturing and communicating student memories. To provide schools with the tools they need to create professional-quality yearbooks, Herff Jones relies heavily on Adobe solutions, including Adobe InDesign® software, Adobe Flash Platform, Adobe Photoshop® CS4 Extended, Fireworks® CS4, and Illustrator® CS4 software, as well as Adobe Flex Builder.

“Flex Builder accelerates application development by as much as 85%,” says Anthony Franco, president of EffectiveUI. “The coding capabilities are excellent, and debugging is more streamlined than ever. We can quickly develop a visually rich, intuitive interface that we can preview and refine as needed. Because the final interface runs reliably in the free Adobe Flash Player in any computing environment, we see further efficiencies by not having to continually develop and test our interface to support different browsers.”

With its rich Internet application (RIA), the dynamic service provides users with a highly graphical, intuitive interface for creating high-quality yearbook layouts. Herff Jones has seen the following benefits:

- Increased online customer base by more than 500% in one year
- Increased customer satisfaction
- Improved collaboration among yearbook staff
- Increased efficiency for yearbook advisers

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LensWork Publishing

LensWork Publishing specializes in photography-related print periodicals and CD-ROMs. The firm adopted Adobe InCopy®, Adobe InDesign, and Acrobat software to streamline its labor-intensive editorial and production process and move to a parallel workflow that allows writers, editors, and designers to work simultaneously on the same layout.

“Adobe tools have completely automated our entire editorial process,” says Brooks Jensen, editor. “We are now completing assignments three days ahead of time instead of three days behind schedule.”

In publishing, where deadlines can occur daily and even hourly, the processes built on Adobe solutions bring much-needed efficiency and control:

- Reduced print production cycle by a week and a half
- Accelerated CD-ROM turnaround time by 50%
- Trained staff on new software in three days online

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Medici.TV

Medici.TV is a website where tens of thousands of unique visitors each month enjoy live and on-demand video of classical music concerts online. Visitors from around the world have watched 3.4 million free live webcasts of concerts from the world's great concert halls and music festivals. Medici.TV has captured everything from the renowned Verbier Festival in Switzerland to stunning piano recitals from artists performing inside the Louvre. Medici.TV relies on the Adobe Flash Platform, including Adobe Flash Media Server, to bring the concerts to classical music lovers worldwide.

“If we had a production model with costs equivalent to television, we could probably only broadcast about five concerts per year. Instead, using a workflow that is about ten times less expensive and a staff much smaller than what would be required for television, we can broadcast about 100 concerts each year over the Internet,” says Herve Boissiere, CEO.

With Adobe solutions, Medici.TV has provided a successful new outlet for classical musicians with such benefits as:

- Grew live-event viewers to 80,000 and on-demand viewers to 40,000 without proactive marketing
- Enabled global audience on multiple platforms to view concerts without software downloads

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www.medici.tv

Versus (Tour de France)

In July 2009, leading online sports network Versus streamed the Tour de France live and on-demand over the Internet to fans across the United States. It was the first time the prestigious event was streamed live online in its entirety. Due to Versus, the Adobe Flash Platform, and the Level 3 global content delivery network (CDN), the event was a huge success with more than 26 million page views during the month it was broadcast online.

“Typically, our website garners one million page views per month. But with the Tour de France, we skyrocket to about 26 million page views during that month,” says Jahaira Mercado, senior manager of content development.

Benefits of the Adobe solution included:

- Supported 26 million page views during Tour de France
- Delivered unique experience to fans with GPS feeds, interactive maps, and news
- Forged new model for delivering sports events online
- Provided a platform that enables expansion to new devices like mobile phones

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VERSUS.COM

Wrecking Ball

With approximately 900,000 unique site visitors monthly, Adobe TV, Adobe's online TV network, has become a watering hole for creative types from all around the world. It offers free training, inspiration, and information about the latest Adobe products and services, and puts the best of Adobe's expertise and community all in one place.

Adobe asked Wrecking Ball Media Group to revamp the site to include faster performance, social media functionality, and other features top creative professionals and developers expect. To create the customized site from the ground up, the firm relied on Adobe ColdFusion 9 and ColdFusion Builder, as well as Adobe Flash CS4 Professional, Adobe Flash Player, and Adobe Flash Media Server software.

“With all the new features of ColdFusion 9 and ColdFusion Builder, we estimate that we were able to develop Adobe TV with 30% fewer resources and time than what would have been required using other tools,” says James Brown, development director.

Resulting benefits:

- Developed initial global platform in ten weeks
- Increased visitors to Adobe TV and video views by more than 50% in only two months
- Accelerated site performance and delivered advanced search and other functionality

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Legal



Barkley Court Reporters

Barkley Court Reporters is California's largest court reporting company with nine offices in the Western United States. It has been providing court reporting services for the past 32 years. To help lawyers search case materials more efficiently and provide a more sustainable, environmentally friendly alternative to paper, Barkley uses Adobe Acrobat 9 Pro software to deliver deposition transcripts and other materials in PDF.

"It is a misconception that going green costs more money," notes Mason Farmani, managing partner. *"When we looked at typical document costs for a law firm with revenues of \$10 million annually, we determined that a firm could save as much as \$120,000 per quarter by moving from paper to digital document delivery. These savings address only equipment and production costs and exclude the considerable efficiencies gained by sharing and reviewing digital documents."*

Barkley Court Reporters' effort to meet environmental sustainability goals has resulted in:

- Reduced document production costs by as much as \$480,000 annually
- Improved environmental sustainability by reducing paper consumption by tons annually

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Bell Alliance

Bell Alliance is a real estate law firm in British Columbia that works closely with its clients, other law firms, and the Land Title and Survey Authority of British Columbia (LTSA) to manage thousands of property transactions annually. The typically paper-intensive real estate transactions can involve distributing and reviewing millions of pages of documents throughout the year. Bell Alliance uses Adobe Acrobat 9 Pro to improve completing, submitting, processing, and archiving real estate transaction documents.

“Adobe Acrobat Pro eliminates lost documents and improves tracking and access,” says Ron Usher, senior counsel. “With Acrobat, we can reduce document management and processing costs by hundreds of thousands of dollars annually. Plus, our lawyers and staff have ready access to everything they need to complete their jobs.”

By converting project documents to PDF using Acrobat Pro, Bell Alliance is achieving its goals to deliver outstanding client service and create a paperless office. Benefits realized include:

- A reduction in document processing, management, and delivery costs by hundreds of thousands of dollars annually
- Less time required to process real estate transactions; from days to seconds
- A savings of more than 200 hours of staff time each month

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BELL ALLIANCE
LAWYERS & NOTARIES PUBLIC

Bryan Cave

Bryan Cave LLP is a leading business and litigation firm with global reach, a strong reputation, and a long history of success. The firm standardized on Adobe Captivate and Acrobat Pro to cost-effectively create and deliver web-based training programs, as well as streamline document processing and presentation.

With offices worldwide and employee demand for access to timely training and information, the firm's use of Adobe solutions is delivering several critical advantages, including:

- Boosted staff productivity
- Accelerated access to reliable, consistent, effective training
- Minimized redundant workflows and business processes
- Increased eco-consciousness and reduced carbon footprint
- Gained competitive edge with well-trained staff
- Reduced paper usage by nearly 90%
- Reduced travel costs

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Cuatrecasas

With 800 attorneys and offices across Europe and in North America and South America, Cuatrecasas is the second largest law firm in Spain. Known in the legal industry as a technology innovator, Cuatrecasas uses Adobe Acrobat software to improve information sharing and forms processing across its offices worldwide.

With the adoption of Acrobat software, the firm is realizing several benefits, including:

- Reduce invoicing costs by thousands of dollars annually
- Boost employee productivity with streamlined invoice creation and delivery
- Meet client demand for processes that support both electronic and manual workflows
- Enhance client services with faster, more convenient invoicing options

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CUATRECASAS

Land Title and Survey Authority

From verifying property ownership to generating new title documents, The Land Title and Survey Authority of British Columbia (LTSA) handles more than one million property transactions annually. The not-for-profit, independent LTSA—the amalgamation of two functions formerly within the BC provincial government—collaborated with The Law Society of British Columbia and The Society of Notaries Public of British Columbia to develop an electronic forms solution that accelerates and reduces the costs to manage real estate transactions. The Land Title and Survey Authority is using Adobe Acrobat Pro and digitally signed PDF forms to accelerate land deals throughout the province.

LTSA saved tens of thousands of dollars in acquisition and operating costs by not having to adopt third-party PKI products. *“We can securely validate who submits forms and add new real estate professionals for authentication, without incurring a lot of ongoing costs,”* says Sandy King, program analyst, electronic filing.

Electronics forms processing has translated into the following benefits for LTSA:

- Lessened agency administrative costs; by as much as \$300,000 annually
- Reduced document submission and processing costs for many law firms by hundreds of thousands of dollars annually
- Shortened time to confirm receipt of title documents from hours to a few minutes

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Young Conaway Stargatt & Taylor, LLP

As a highly respected firm, Young Conaway serves a diverse range of clients, including national and international companies, as well as local businesses and individuals. The scope of the firm's practice is broad and encompasses corporate litigation, special entity creation, employment, real estate and land use, tax and estate planning, and more. Young Conaway Stargatt & Taylor is using Adobe Acrobat 9 to create, review, and manage case documents as secure, platform- and application-independent PDF files.

“We’re always looking to improve operations, better serve clients, and gain a competitive advantage in the legal market. We had been using Adobe Acrobat software for several years, but recent advances in the software have revolutionized our practice,” says Margaret DiBianca, Associate.

For Young Conaway, the advantages of Adobe Acrobat are evident across the firm's everyday operations, including:

- A boost in administrative productivity by as much as 20%
- A reduction in time to build research portfolios from days to hours
- The streamlined assembly of hundreds of cases, statutes, and other documents into a single, portable package

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Services



Avow Systems, Inc.

Avow Systems, Inc. is a leading provider of end-to-end solutions for secure electronic document processing. The company's comprehensive array of solutions and services help enterprises of all sizes to cost-effectively utilize secure, reliable electronic documents. Avow's premier product, Authentic Document Delivery Service (+ADDSTM) satisfies the complete lifecycle of electronic documents. Using Adobe LiveCycle ES solutions, including Adobe LiveCycle Digital Signatures ES and LiveCycle Rights Management ES, Avow Systems provides higher education institutions with a hosted service that enables them to deliver certified documents in PDF.

"We didn't seriously consider anything other than Adobe LiveCycle ES solutions due to the ubiquitous nature of the free Adobe Reader software and the fact that document authentication in Adobe Reader is free," says Ron Hyman, general manager.

In addition to saving universities hundreds of thousands of dollars annually in reduced administration and paper costs with Adobe solutions, Avow has:

- Delivered authenticated transcripts digitally, mitigating the use of fraudulent materials
- Improved environmental stewardship
- Accelerated transcript delivery by as much as 95%

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Brand Up

Brand Up delivers strategic counsel and marketing services that drive loyalty and customer growth across media. With offices across the United States, Brand Up provides its array of services to Fortune 500 and Global 2000 companies worldwide. Integral to its success at developing interactive web applications for customers is the power of the Adobe Flash Platform, including Adobe Flex Builder and Adobe AIR.

“If I tried to write applications in C, it would take five times longer just to get it to work on Microsoft® Windows®, and then I’d have to develop again for the Macintosh,” says Chris Hughes, chief technology officer.

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Cardvio

Cardvio, Inc. brings next-generation social expression to the web. By combining online text, picture, and photo design tools with on-demand printing and just-in-time mailing, personalized greetings are delivered with unprecedented speed, convenience, and low cost to consumers and businesses. Instead of the confinements of traditional retail or printing options, Cardvio uses the Adobe Flash Platform, including Adobe Flex Builder, to develop and deliver an application that provides an infinite level of customization, allowing users to become active producers instead of passive consumers.

“Adobe Flex Builder improved our development efforts and reduced development time by as much as 75%,” says Chris Hill, CEO.

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ESRI

ESRI's ArcGIS Server is at the forefront of expanding access to interactive GIS applications. ArcGIS Server connects people with GIS information via web applications and services and provides web mapping application programming interfaces (APIs) that enable developers to integrate mapping, GIS functionality, and content into rich Internet applications (RIAs). These applications handle a range of processes, including helping executives manage commercial fleets and identify trends; enabling disaster-response teams to better respond to events; and assisting companies with business continuity planning.

“Flex is an industry-leading development environment used worldwide,” says Mike Tait, director of Internet solutions at ESRI. *“With Flex APIs, we can support a large pool of talented developers who can quickly enhance their organizations’ services to meet changing business requirements.”* According to Mansour Raad, senior software architect for the ArcGIS Server service, *“Flex 3 comes with powerful drag-and-drop components for creating trees, charts, tables, and other elements,”* he says. *“With Flex 3, developers can achieve in a couple of days development tasks that would have taken months.”*

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Klépierre

Klépierre owns and manages shopping centers in 13 countries in continental Europe. The company's requirements included managing internal and external document distribution in multiple languages and in a secure manner that protects the company's intellectual property. Adobe LiveCycle ES solutions play a key role in the company's solution.

"We decided to combine solutions from Adobe, SAP, and Open Text to create a comprehensive and interactive IT environment. We went from 100% paper-based processes to 100% electronic business processes with a future-proof architecture designed for the 21st century," says Christian Vadot, information systems director. *"The benefit also extends to document management. When we make a transaction, we have to produce many documents. This type of system lets us extract documents one at a time or in bulk to simplify the creation of a data room. The time savings is indisputable and the process helps ensure that no documents are forgotten."*

Some other key benefits include:

- Helped ensure faster and more reliable document acquisition processes
- Enhanced protection of intellectual property
- Provided greater control over documents moving inside and outside the company

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Landor Associates

Landor Associates is one of the world's leading strategic brand consulting and design firms. With 23 offices in 18 countries, Landor's current and past clients include some of the world's most well-known brands, including BP, FedEx, PepsiCo, and Procter & Gamble. Landor Associates is using Adobe Connect to improve collaboration among staff and clients worldwide, enabling people to instantly share and evaluate detailed design concepts.

“We don't have to spend tens of thousands of dollars a year on in-person meetings for our team,” says Susan Nelson, executive director of Insight & Research. “Adobe Connect lets us collaborate effectively online.”

Reduced carbon footprint by minimizing paper and fuel use is also expected.

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The Landor logo is displayed in a large, black, serif font.

Mobility Concept GmbH

Mobility Concept GmbH in Germany offers a variety of finance and full-service automobile leasing and vehicle fleet management services. Currently, the company manages 18,800 vehicles and their related contracts, and generates approximately 50,000 invoices annually that must be sent to customers. In the past, these documents and envelopes were printed manually. Mobility Concept profits from invoice management using Adobe LiveCycle ES solutions and Adobe PDF.

“The cost and performance achievements were the best with Adobe LiveCycle ES and StreamServe solutions. In the end, the performance and ease of use of the LiveCycle Designer ES convinced us,” says Andreas Müller, IT project leader.

Mobility Concept has benefited substantially in choosing Adobe Solutions, including:

- Achieved savings of €40,000 in first year, with additional anticipated savings of €290,000 over five years
- Accelerated invoice production
- Minimized manual processes
- Provided greater flexibility in invoice creation and delivery

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Primavera Systems

Primavera Systems is a premier software firm that uses the Adobe Flash Platform to speed developing and rolling out rich, powerful interfaces that enhance resource, project, and portfolio management worldwide.

One of its primary software applications, called Primavera Evolve, for workforce planning is used by a leading global technology services firm and deployed to more than 140,000 people, delivering impressive results:

- A measured 1% increase in resource utilization
- An annual savings of approximately \$12 million

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QNX Software

QNX Software Systems helps auto manufacturers deliver new types of in-car technologies that increase the quality and connectedness of their vehicles and provide useful, sought-after, and fully customizable services for consumers.

Using the Adobe Flash Platform, QNX Software Systems help carmakers integrate a broad array of in-car operational and entertainment systems that add value to automobiles. With Adobe solutions, QNX rapidly built and deployed a pre-integrated application platform for in-vehicle infotainment systems and instrument clusters that provides real-time access to new applications, data, and content—all accessed via the Adobe Flash Platform.

“We are turning the business model for in-car platforms on its head and providing a way for carmakers to add value while generating ongoing revenue from cloud-based in-car services. Because QNX Software Systems is the leader in car infotainment software, with more than 12 million systems, QNX CAR is poised to make the Adobe Flash Platform the user interface standard for the global auto market,” says Linda Campbell, director of strategic alliances, QNX.

In addition to setting the standard in in-car entertainment, QNX:

- Attracted 50 automotive customers and technology partners in the first six months
- Built a demonstration vehicle in just three months
- Created new revenue opportunities for QNX and auto makers

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Sales Readiness Group

Sales Readiness Group (SRG) develops and facilitates training courses that help businesses improve sales performance, develop sales leaders, and increase sales results. In spring 2008, SRG began testing several leading online delivery solutions against two primary criteria: ease of use for facilitators and participants, and a feature set that supports the creation of highly engaging sales trainings. Ultimately, SRG chose to standardize on Adobe Connect.

“Adobe Connect was a game changer for our business. Before using the Adobe solution, our instructional designers had great ideas but were technically unable to implement them in the real world. Adobe Connect made it possible for us to turn our vision into a reality,” says Norman Behar, CEO.

The decision to standardize on Adobe Connect to create on-demand and real-time interactive, online learning experiences, has resulted in:

- Increased revenues with large number of repeat customers
- Enabled delivery of multiple 60- and 90-minute online training sessions, spread out over several weeks
- Increased the number of online training classes by 50% in one year

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SAP

As the world's leading provider of business software, SAP AG has a long-standing reputation of helping companies streamline their business operations end-to-end. The company, headquartered in Walldorf, Germany, employs more than 51,500 people in 50 countries, and serves over 82,000 customers in more than 120 countries. The FS Software Portfolio Management and Sales group is just one organization within SAP using Adobe Connect. For secure web-based meetings large and small, SAP has an enterprise-wide deployment of Adobe Connect.

“SAP has traditionally been a travel-focused company, emphasizing the importance of in-person, face-to-face meetings,” says Todd Surdey, global vice president of FS Software Portfolio Management and Sales. *“In the current economic climate, that is not feasible. Acrobat Connect Pro enables us to maintain strong connections with customers and dispersed co-workers, while eliminating unnecessary travel.”*

With more than 50,000 employees having access to the solution, SAP has:

- Reduced unnecessary travel by as much as 90%
- Cut travel expenses by hundreds of thousands of dollars annually

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Star Track Express

Star Track Express is a world leader in express freight transport and logistics and is committed to providing the highest levels of service at the lowest possible cost to its customers. The firm standardized on Adobe LiveCycle ES solutions to replace outmoded paper processes with streamlined, money-saving, automated forms processing.

Benefits include:

- Realized \$80,000 in cost savings in first year of implementation
- Estimated 100% ROI in 18 months

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Whisbi (OUTSERVICO Technologies)

Whisbi is a subsidiary of the OUTSERVICO Group, a leading provider of commercial and outsourcing services, specializing in the financial, insurance, and utilities industries. This subsidiary, dedicated to R & D within the group, was created with the primary objective of developing and promoting Whisbi. Adobe Connect has played an integral role in the development of Whisbi, an on-demand telemarketing application that incorporates voice communication over traditional telephone networks and integrates the Adobe solution's video conferencing capabilities with Whisbi's call routing system.

In utilizing Adobe solutions, Whisbi has experienced benefits to include:

- Increased conversion rates by as much as 500%
- Accelerated online purchases and reduced abandonment rates
- Delivered a unique customer experience that set OUTSERVICO's service apart from competitors

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Retail



Australian Kitchens Industries

Australian Kitchen Industries (AKI) is one of Australia's outstanding business successes. From 1997 to 2007, the company garnered a 10% share of the AU\$1.74 billion Australian kitchen retail market, growing to AU\$80 million in annual revenues. AKI employs 400 staff at more than 20 retail outlets in Australia that operate under the Kitchen Connection brand. With the slogan "where it all comes together," AKI delivers hundreds of kitchens each month, making the process stress-free for customers. The company is maintaining high levels of consistency and quality across a geographically dispersed network of employees and franchisees using Adobe Connect.

"Our previous training and online meeting infrastructure could not cost-effectively support our large body of content and growing audience," says project manager Fiona McCarron-Kirkwood. "In contrast, Adobe Connect paid for itself within seven months and can scale easily as we grow—all in a solution that is convenient for our employees and franchisees to access from any location over our intranet."

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Borders

Headquartered in Ann Arbor, Michigan, the Borders Group, Inc. is a publicly held company with consolidated sales of more than \$4 billion. The company is using Adobe Connect to provide its global staff with faster access to more consistent, higher-quality training, as well as enable managers to collaborate in real time with teams worldwide.

“To get tens of thousands of employees through the same training would take a tremendous amount of time and resources,” says Sally Hoyle, senior manager of Learning and Development. “With Adobe Connect, we have accelerated staff access to training by as much as 90% and lowered our overall training costs.”

By providing staff with faster and easier access to more consistent training, Borders has streamlined operations while improving the quality of staff training. Benefits include:

- Reduced travel training expenses by hundreds of thousands of dollars annually
- Reduced its field training staff from 55 to 42
- Saved hundreds of thousands of dollars in time and travel expenses, and redeployed former field trainers to in-store jobs

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Constellation Wines

Constellation Brands' North American operations—Constellation Wines N.A.—employs approximately 2,870 people in Australia, Italy, California, and Washington and consists of several wine businesses, including Icon Estates, VineOne, and Centerra. Icon Estates is the conglomerate's fine wine division that includes Robert Mondavi Winery, Simi, Estancia, and other wineries. Constellation Wines N.A. is using a hosted version of Adobe Connect for real-time meetings and training for staff, partners, and customers around the globe.

“Since the wine industry is continually evolving, the ability to easily update and maintain training materials is essential,” says Rob Hennigar, director of education at The Academy of Wine, a division of Constellation Wines N.A. *“An online solution could also help us create more engaging learning experiences for participants, in a way that static, written materials cannot do.”*

Previously, it would have taken several trainers six months or longer to travel to 50 or 60 locations to teach customers about the latest wines. The same training can now be accomplished in a couple of weeks or even days, reducing the need for travel.

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Fox Racing

Founded in 1974, Fox Racing is best known for motocross apparel emblazoned with its iconic fox head logo. Dealers were using faxes and phone calls to place orders, while customer service personnel manually keyed them in. Sales reps relied on printed contracts. With more than 22 seasonal launches each year, a centralized, online source of information for its sales reps and dealers was needed.

Fox Racing turned to ecom enterprises, a web development and custom web application design company, to create a business-to-business portal built entirely on the Adobe Flash Platform, including Flex for the interface and Adobe ColdFusion to power the back end.

“The results of deploying our application created using Flex and ColdFusion are nothing short of incredible,” says Greg Fox, vice president. *“I am impressed that our online sales have increased ten-fold and how quickly we’ve reduced operational costs now that we are having key orders processed via the web.”*

With the help of Adobe solutions Fox Racing has:

- Increased web orders from 5% to 50% of total sales in the first six months
- Reduced phone center costs by one-third in the first six months
- Reduced operational costs overall
- Increased size of web orders
- Offered dealers real-time, instant insight into available inventory

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Urban Outfitters

By providing a superior, differentiated online shopping experience, Urban Outfitters is attracting its 18- to 30-year-old target customers to urbanoutfitters.com in record numbers. Online shoppers are embracing the innovative experience as well as the eclectic and fashion-forward mix of merchandise that makes Urban Outfitters unique. With Flex underlying its core products and customized client solutions, the shopping experts at Allurent transformed the Urban Outfitters online shopping experience with an innovative pageless checkout solution that customers can engage with using the free Adobe Flash Player.

“Customer experience has always been a central focus of our business, and a more satisfying checkout process has a direct bottom line impact. Breaking even on the project’s cost in such a short time is a major win for our team, but meeting our customers’ expectations is a higher and more satisfying bar to reach,” says Dmitri Siegel, managing director of Urban Direct.

The groundbreaking checkout implementation achieved rapid ROI by reaching project breakeven in a matter of days, including:

- Increased the checkout conversion rate by 19%
- Increased average sales
- A faster, easier, seamless checkout experience
- A more competitive advantage with 80% of customers preferring new checkout
- A seamless integration into existing server-side e-commerce platform

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Nonprofit



Mensheds Australia

Mensheds is a unique not-for-profit organization specializing in the health and well-being of men. The organization uses Adobe Connect to enable online, multimedia communication and collaboration among people in metropolitan, suburban, rural, and remote areas.

From an administrative perspective, Adobe Connect has drastically reduced the cost of delivery, travel, training, and Occupational Health & Safety compliance. *“When you consider the thousands of documents and information packages used by Mensheds Australia to communicate and collaborate with individual groups and our partners everywhere, Adobe Connect is worth approximately \$5 million to our organization,”* says Peter Sergeant, managing director.

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United Way Worldwide

United Way Worldwide is the nation's largest private charity and provides training, research, and other support services. The dispersed branches are independent, separately incorporated, and governed by local volunteers. United Way branches across the nation typically leverage \$4 billion in resources, and use Adobe Connect to collaborate with 1,400 offices and more than a million volunteers nationwide.

“Instead of traveling all over the country for meetings, we held frequent online meetings,” says Todd Irvin, technology services training manager. “We engaged and educated constituents in real time, while reducing travel costs by thousands of dollars and keeping staff productive in their offices.”

By leveraging VoIP capabilities in Adobe Connect, United Way estimates:

- A savings of \$122,000 in phone charges in one year
- A reduction in meeting travel costs of tens of thousands of dollars

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