Pepperdine University, technology innovators in education.

University standardizes on Adobe Sign to improve efficiencies and accessibility for signing important university documents.

"Adobe Sign helps us cut costs and improve productivity, which gives faculty and staff more time to work on activities that directly benefit students."

Jonathan See, CIO, Pepperdine University

SOLUTION

Adobe Acrobat
Adobe Document Cloud
· Adobe Sign

RESULTS

19 MINUTES

ACCELERATED WORKFLOW
Reduced document turnaround times from days or hours to an average of only 19 minutes

INCREASE PRODUCTIVITY
Enabled dispersed teams and partners to respond faster to more requests

MOBILE ACCESS
Grant applications get signed faster with smartphones and tablets

COLLABORATION
Improved collaboration and efficiency by standardizing on Adobe Acrobat

Pepperdine University

Established in 1937

Number of students: 7,700

Malibu, California

www.pepperdine.edu

CHALLENGES

· Improving turnaround time for signing documents

· Boosting efficiency related to handling and tracking documents

· Delivering secure and remote access to documents for signature

Digital signing made easy with Adobe Sign

Global engagement

Pepperdine University is an independent, medium-sized university with close to 8,000 students at its one undergraduate and four graduate schools. In addition to its location in Southern California, Pepperdine also has permanent facilities in Washington, D.C., and international campuses in six countries. With faculty and staff positioned around the world, delivering fast communications could be difficult. Even getting simple documents such as payroll forms signed and returned to administrative offices could take weeks.

"A lot of forms go through intra-campus mail, but it isn't the most secure, reliable, or the fastest way to send such information," says Jonathan See, Chief Information Officer at Pepperdine University. See gathered representatives from all Pepperdine schools and major areas to form the CIO Strategic Technology Alliance to investigate ways to enhance technology use across the university. Pepperdine was already in the process of adopting Adobe Acrobat software as an enterprise-wide tool when it was first introduced to Adobe Sign. After a successful pilot program, Pepperdine knew Adobe Sign, an Adobe Document Cloud solution, was the right solution to meet its e-signature needs.

Accelerating turnaround times

Adobe Sign is automating Pepperdine's document workflows. With just a few clicks, users can send highly secure documents for signature anywhere in the world. Because users no longer need to scan, fax, or mail papers, documents are signed and returned much faster. Within four months after the initial rollout, Adobe Sign users sent more than 275 documents with an average turnaround time of just 19 minutes. Leveraging the MegaSign feature within Adobe Sign, the Information Technology division also sent 90 of its staff members the university's Code of Ethics agreements, all of which were returned and signed within one day; a process that took days in previous years.

Responding quickly to grant applications

One of the biggest users of Adobe Sign has been Pepperdine's School of Public Policy. The school frequently hosts speakers from around the world. Leveraging Adobe Sign, the school eliminates multi-step printing, copying, and scanning processes, enabling administrators to send contracts anywhere in the world from their offices.

Automated tracking and routing dramatically reduce time spent calling or emailing signers to confirm that they have received documents. By streamlining the workflow, Pepperdine can file contracts and pay speakers faster while creating a positive impression as a professional and technologically advanced school.

"Adobe Sign automates document tracking and routing for complete visibility into document status. Since we can sign anywhere in the world, we're processing authorizations and forms faster than ever."

Sheryl Covey, Assistant Dean for Administration, School of Public Policy, Pepperdine University

SOLUTION AT A GLANCE

· Adobe Acrobat

· Adobe Document Cloud

· Adobe Sign

In addition, the School of Public Policy primarily uses Adobe Sign for complex grant applications that can often involve multiple documents, some of which require up to eight signatures. For Pepperdine, the situation is particularly complex because the main signatories for grants often travel domestically and internationally for weeks at a time. Using the mobile capabilities of Adobe Sign, stakeholders can now easily sign documents at any time from a tablet or smartphone just as easily as a computer.

"Missing grant deadlines could cost us hundreds of thousands of dollars," says Sheryl Covey, Assistant Dean for Administration for the School of Public Policy at Pepperdine University. "Adobe Sign automates document tracking and routing for complete visibility into document status. Since we can sign anywhere in the world, we're processing authorizations and forms faster than ever while often meeting deadlines."

Standardizing on Adobe Acrobat and Adobe Sign

Pepperdine implemented Adobe Acrobat for its high functionality and ease of use. "We trust Adobe Acrobat as a proven solution and an industry standard," says See. "By standardizing on Acrobat across Pepperdine, we improve collaboration and sharing of documents and workflows across the schools." By maintaining electronic documents, Pepperdine dramatically reduces paper and ink consumption, which meets the university's commitment to sustainability and helped Pepperdine earn its spot in *The Princeton Review's Guide to 322 Green Colleges*.

As Pepperdine moves forward with the rollout, See looks forward to leveraging the built-in integration between Acrobat and Adobe Sign, as well as using APIs to integrate Adobe Sign into third-party document management systems and security solutions. "My goal is to have e-signatures used by everyone on campus, and Adobe Sign is both simple and powerful enough to encourage adoption," says See. "Adobe Sign helps us cut costs and improve productivity, which gives faculty and staff more time to work on activities that directly benefit students."

For more information
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