Adobe® EchoSign® & Franklin County

Meeting needs of a fast-growing population

Located in south central Pennsylvania, Franklin County is the fourth fastest-growing county in the state. In order to enrich social, economic, and environmental vitality, the County provides services that meet the health, safety, and general welfare needs of County residents. The County government is dedicated to providing these services through efficient and effective use of resources.

Franklin County officials realized that as the county grew, they would need to add more services and do so in a fiscally responsible manner. Officials focused on updating IT systems for increased efficiency with a more mobile workforce and a paperless environment. "Adobe Echosign was the turning point, providing the key eSignature component of our IT solution," says Franklin County CIO Sean Crager.

"Adobe EchoSign is pivotal for our county's growth and IT strategy because it promotes a mobile workforce and increases efficiencies to help us accomplish more with our current staff."

Compliance and cost savings

With 57 departments covering a range of citizen services, Franklin County officials sign numerous contracts. Previously, documents were signed in triplicate by multiple employees and vendors before receiving final approval from the county officials. As a result, the top officials were buried in paperwork and consumed by faxing documents without an audit trail.

Now, by integrating Adobe EchoSign, Franklin County has moved toward a paperless environment with an automated document workflow. Employees submit electronic forms to the County's document management system, Laserfiche, and are prompted to submit contracts for electronic signature through Adobe EchoSign. By eliminating the need to print out multiple copies, Franklin County reduces paper costs and eliminates physical storage needs, which frees up resources for other County efforts.

"Adobe EchoSign automatically delivers contracts to all of the required stakeholders, no matter how many signatures we need," says Ed Yonker, application software specialist at Franklin County. "EchoSign gives us a clear audit trail at every step of the way, adding visibility into government processes and helping the County meet compliance regulations."

Automatic reminders encourage timely response by notifying officials about pending contracts. The easy Adobe EchoSign interface enables people to sign at their desk, on their mobile device or tablet, without sacrificing secure encryption for official documents. "Adobe EchoSign is pivotal for our county's growth and IT strategy because it promotes a mobile workforce and increases efficiencies to help us accomplish more with our current staff," says Crager.

For more information
www.echosign.adobe.com