



"Acrobat and Adobe PDF improved the consistency and reliability of the audit materials.... This consistency minimizes taxpayer confusion and allows us to work faster because our staff has immediate access to the most up-to-date materials."

— Paul Showalter,  
Senior Analyst,  
Publishing Division  
Internal Revenue Service

# Deliver interactive government with Adobe and EMC Documentum

Government agencies increase constituent satisfaction, speed cross-agency interaction, and improve business processes with interactive, intelligent forms

**F**orms and documents play a major role in enabling your constituents to communicate with and participate in everyday government processes. They also touch nearly every part of your agency in activities as diverse as issuing business licenses, delivering benefits and services, processing tax returns, and tracking staff expenses. But the manual processing of documents and forms hinders your ability to provide more timely personalized services and information. And it presents multiple roadblocks to collaboration within your agency, with other agencies, and with constituents.

## Extend the value of enterprise content management (ECM)

By automating forms-driven and collaborative processes built on your Documentum ECM platform, you can increase constituent satisfaction by delivering better services—faster. Speed cross-agency interaction with more secure, intelligent information sharing. And improve business processes by connecting back-end systems and online forms without modifying enterprise applications.

Combining the benefits of Adobe PDF and XML, Adobe® LiveCycle™ Forms for Documentum® enables you to integrate captured data with the other content and documents housed in your ECM repository, providing a unified, protected environment for managing your agency's information assets. Built on J2EE and XML, Adobe LiveCycle Forms for Documentum is easily integrated into enterprise infrastructures through Java™ APIs and support for web services.

## Automate forms-driven processes for improved data accuracy and timeliness

### COMMON GOVERNMENT FORMS

#### Constituent Self-Service

- License applications
- Benefits and services applications
- Grant applications

#### Business Compliance

- Financial reporting
- Medical/pharmaceutical submissions
- Environmental reporting

#### Internal Efficiencies

- Vacation requests
- Expense claims
- Personnel records



- Links content and business processes with workflows
- Unites teams
- Provides unmatched scalability, reliability, and extensibility
- Designed for rapid deployment and ease of use

The Best  
of Both  
Solutions



- Offers a standards-based solution that leverages Adobe PDF and XML to build customized Intelligent Documents
- Eliminates inefficient manual work-arounds
- Extends forms processes to constituents and other agencies with free Adobe® Reader®
- Improves quality, timeliness, and security of business-critical data

### ECM Documentum and Adobe Systems

- Leverages your Documentum ECM platform investment
- Cuts costs by simplifying the design and management of forms for deployment in PDF and HTML
- Optimizes productivity by providing a single working environment for forms and other types of content
- Broadens and extends the reach of your processes across multiple systems and devices

### Leverage data within and beyond your agency

By integrating Adobe forms with the Documentum ECM platform, your data works harder than ever.

- Deploy a single system for creating, managing, and deploying agency-wide content, including electronic forms.
- Standardize both structured and unstructured content in the reliable and familiar Adobe PDF.
- Integrate captured XML data with other core applications and use the data to guide business processes.

### Protect private or sensitive data

With support for digital signatures and standard PKI technologies, Adobe PDF documents provide multiple levels of document security.

- Validate document authenticity and integrity, and approve round-trip processes with digital signatures.
- Enforce Documentum's security model with enhanced document controls that protect confidential information, such as constituents' personal data.
- Maintain document security throughout a form's lifecycle, even when it leaves the agency's network.

### Comply with regulatory requirements

Enhancing ECM processes with automated, interactive forms makes it easier to adhere to paper reduction mandates, interactive government initiatives, and regulatory implementation deadlines.

- Easily design forms that replicate paper versions.
- Track forms-related events in the Documentum repository.
- Create records of form templates and form submissions in accordance with records management regulations.





### The Adobe PDF advantage

From PCs to PDAs, Adobe PDF files preserve the look and integrity of your original documents, while allowing you to add the intelligence of XML to expedite back-end processing. Plus you can share them with anyone electronically, regardless of hardware or software platforms.

### Adobe and EMC Documentum

The Adobe® Intelligent Document Platform bridges the digital and paper worlds. By leveraging the global acceptance of PDF and XML, documents become instantly smarter, with information traveling where it's needed, as it's needed, more simply and securely than ever before.

As the leader in enterprise content management, EMC Documentum provides a common content platform and repository that enables people to collaboratively create, manage, deliver, and archive the content that supports the way people work.

## Streamline collaborative processes across government agencies

Adobe and Documentum offer an integrated solution that provides government agencies with a more secure, reliable, and efficient way to manage documents and collaborate within and across agencies. With Adobe Acrobat® and Documentum PDF Annotation Services, agency staff and constituents can easily add comments to intelligent electronic documents in parallel—without compromising the integrity of the original documents. This significantly streamlines the review process, enabling your agency to make decisions and take action more quickly.

### Increase productivity

- View and annotate electronic documents in parallel.
- Respond to comments in real time.
- Support reviewers inside and outside the agency.

### Improve compliance

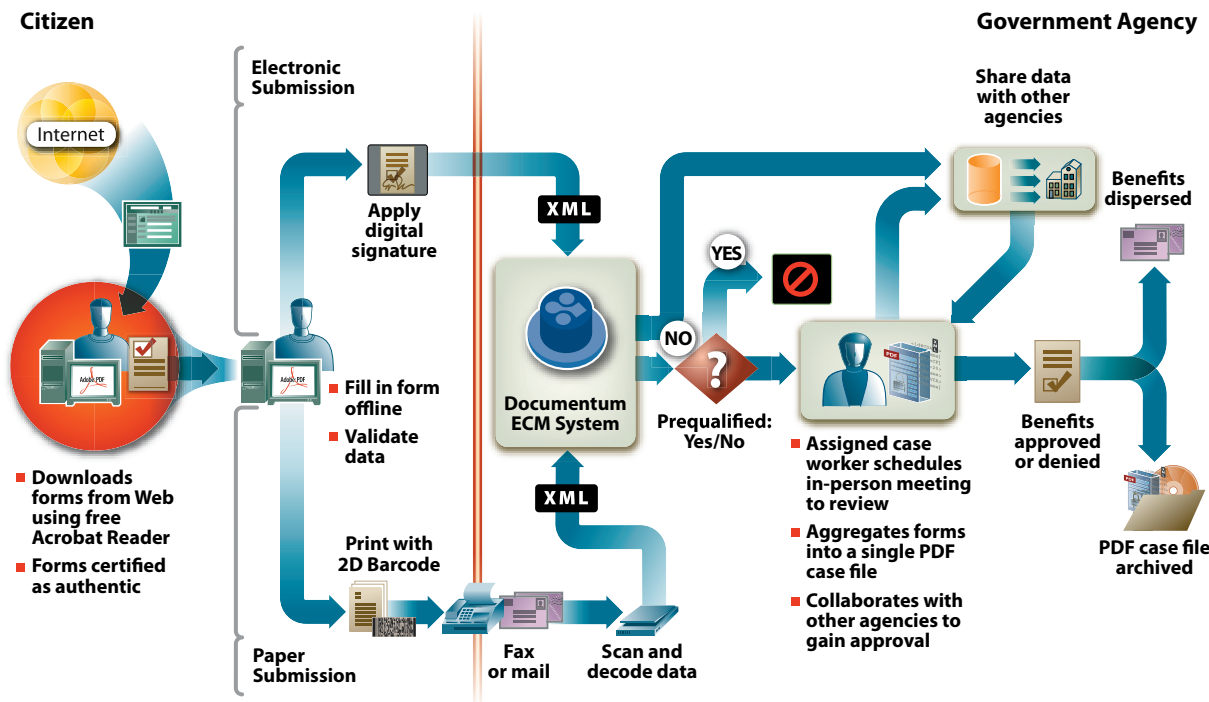
- Create detailed audit records to meet regulatory requirements.
- Separate and save annotations from each document version.
- Improve access and retrieval within the Documentum ECM environment.
- Apply security controls and set policies that stay with documents—inside or outside the network.

### Reduce risk

- Provide easy accessibility with appropriate authorizations.
- Preserve document integrity by tracking comments in a separate file.
- Allow viewing, copying, modifying, or printing by users only as needed.
- Protect information privacy by controlling how, when, and by whom confidential documents can be accessed.

### Leverage standard Adobe PDF

- Easily exchange documents with staff or constituents.
- Generate Adobe PDF from virtually any native application.
- Ensure exceptionally reliable fidelity and quality.



The integrated forms solution from Adobe and Documentum simplifies and speeds the government services application process for citizens, agencies, and case managers.

### FOR MORE INFORMATION

To find out more about how your company can benefit from the combined forms and collaborative solutions from Adobe and Documentum, please visit [www.adobe.com/documentum](http://www.adobe.com/documentum) or [www.documentum.com/adobe](http://www.documentum.com/adobe).

**Adobe Systems Incorporated**  
345 Park Avenue  
San Jose, CA 95110-2704 USA  
[www.adobe.com](http://www.adobe.com)

**EMC Documentum**  
6801 Koll Center Parkway  
Pleasanton, CA 94566-7047  
[www.documentum.com](http://www.documentum.com)

Adobe, the Adobe logo, Acrobat, Adobe LiveCycle, the Adobe PDF logo, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Java is a trademark or registered trademark of Sun Microsystems, Inc. in the United States and other countries. All other trademarks are the property of their respective owners.

Documentum is a registered trademark of EMC Corporation.

© 2005 Adobe Systems Incorporated

All rights reserved. Printed in the USA.  
95005880 10/05

**documentum**  
a division of EMC

