The Total Economic Impact of Adobe Document Cloud

Summary of benefits

$9.1M

2.8x to 4.2x
$1.8M to $7.3M

$1.2M

$675

Operational benefits from Adobe Document Cloud

Organizations saved 2 hours/enrollment transaction with Adobe Document Cloud.

Users saved 65 hours/year with Acrobat Pro DC, and 35 hours/year with Acrobat Standard DC.

Why customers choose Adobe Document Cloud

The interviewed organizations shared the following investment drivers:

- Signature processes did not meet employee or customer expectations.
- Printing and paper costs were too high.

"We do thousands of contracts each year, and when we use our paper process, there’s a 50% drop off. Using Adobe Sign, we were able to move our completion rate to 84%.”

— Head of multichannel services

The interviewed organizations achieved key investment results:

- Signature cycle times are much shorter.
- Less time is spent enrolling new customers.
- Organizations reduce their paper footprint, and avoid document printing and shipping costs.
- Employees improve their efficiency when managing documents.

Investment results

The interviewed organizations shared the following cost savings:

- Organizational savings were $2.4M to $6.8M.
- Savings per employee per year with Acrobat DC and an average of $6 per document with Adobe Sign.

Download the report

This document is an abridged version of a spotlight report Adobe Document Cloud Delivers Better Experiences, based on “The Total Economic Impact™ of Adobe Sign,” a commissioned study conducted by Forrester on behalf of Adobe, August 2019.