
Forrester interviewed Adobe Document Cloud and Microsoft 365 customers and calculated the potential return on investment (ROI) over three years.

**Summary of benefits**

**$9.1M**

Total present value (PV) (over three years)

<table>
<thead>
<tr>
<th>Adobe Acrobat DC</th>
<th>Adobe Sign</th>
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<tbody>
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<td><strong>$2.4M</strong></td>
<td><strong>$6.6M</strong></td>
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Using Microsoft 365 with Adobe Sign and Adobe Acrobat together has the potential combined benefits of $9.1M over three years.

**28x faster cycle times**

For documents requiring signatures, using Adobe Sign from within the Microsoft application empowers users every day replacing inefficient, error-prone manual document signing processes.

| 65 hours saved | Using users saved 65 hours per year using Adobe Acrobat DC and Adobe Sign apps by digitizing paper-based tasks, reducing re-work through converting and editing PDFs, and leveraging mobile capabilities to continue workstreams outside the office.

**2 hours reduced**

Spending less time to enroll and onboard new employees and customers translates to an improved customer experience and lower drop-off rates.

| 570 hours saved | By reducing support costs and eliminating as many as 95 help desk tickets each month, IT saves time.

| 1.5 hours saved | Sales reps saved time with each transaction using Adobe Sign from within Microsoft Dynamics, leading to faster sale cycles.

**Time is money**

**$1.8M to $7.3M**

Net present value (NPV)

Customers interviewed saved time and costs in key areas including Adobe Acrobat, printing and shipping, and governance.

**Savings across the organization**

**$1.2M**

Saved in printing and hardware costs over 3 years

**$675**

Saved per employee per year with Adobe Acrobat DC and an average of $6 per document with Adobe Sign.