

Adobe® Forms Portal Solution

Transforming online self-service in the mobile digital age



Adobe Forms Portal Solution is ideal for organizations needing to

- Improve self-service while managing large numbers of online forms
- Enable interactions from mobile devices
- Integrate forms with back-end business processes

For organizations with external-facing processes, forms are a key part of user interactions. Online interactions are more cost-effective than in-person or phone options, as well as accessible 24 hours a day, seven days a week.

Many organizations have successfully extended paper-based forms processes to online digital forms. However, this initial success has created a new set of issues. With widespread broadband and mobile access, users now expect to take advantage of online services wherever they are using either a desktop or mobile device. As the breadth of online services expands, how can organizations effectively create, publish, track, manage, and update their proliferating online forms?

Streamline form creation, delivery, management, and access

The Adobe Forms Portal Solution lets you create, deploy, publish, and manage forms that users can access from their networked or mobile device. Your IT or business users can design forms from a suite of corporately approved elements and publish them on your website. Clients can search for forms and interact with them via the ubiquitous Adobe Reader® software or HTML5 browsers. Adobe Forms Portal can send and receive data from your existing applications, business processes, and back-end systems, speeding transaction resolution.

The Forms Portal Solution improves self-service experiences for users while reducing costs associated with managing large numbers of forms.

- Increase organizational efficiency by providing a centralized, simple solution to create and publish forms.
- Enhance user experience with timely and accurate forms.
- Improve user access by serving the needs of mobile and desktop users.
- Complete forms interactions quickly and successfully by integrating forms output with your business processes.

Increase efficiency by simplifying and centralizing forms

The Forms Portal Solution integrates Adobe LiveCycle Forms Pro and Adobe CQ Web Content Management. The Adobe LiveCycle Forms Pro module provides the tools for IT or business users to design and deploy desktop and mobile forms that look like existing paper-based forms from a single template. You can define form fragments—reusable groups of form elements, such as an address block or legal text—streamlining form creation and global updating of existing forms.

Adobe CQ Web Content Management is a browser-based publishing environment that lets business users rapidly optimize web content for target audiences. Features such as drag-and-drop page composition and intuitive controls for search engine optimization (SEO) allow business workers to publish forms on your website so users can find them easily.

Enhance user experience with timely and accurate forms

Keeping forms up to date becomes difficult when managing hundreds or thousands of interconnected forms. With the Adobe Forms Pro forms library, you can change individual elements in reusable form fragments, propagate them to all affected forms, and view the results before publishing. As a result, updated forms are consistent and available soon after changes are made.

Adobe Forms Portal Solution contains

- Adobe LiveCycle Forms Pro
- Adobe CQ Web Content Management

Improve user access and communication

Users often struggle to find the form that they need. Adobe Forms Portal lets users search for the appropriate form using keywords or other information. Users can fill out forms from their desktop or their mobile device using Adobe Reader or a web browser. They can choose to submit their form online, via fax, or email. They can save a copy of the form locally and track the status of their request online as it flows through internal business processes.

Integrate with your business processes

After users have filled out forms, their information needs to connect to your business processes. Adobe Forms Portal supports open standards XML and SOAP, allowing data exchange between completed forms and existing applications and processes. You can also integrate Adobe Forms Portal into your existing web content management system. Full integration into existing systems leverages your investments in processes and applications, speeds up processing times, and reduces the risk of human error.

Extend the value of Adobe Forms Portal

Other LiveCycle modules or Adobe solutions can extend your organization's ability to capture, process, secure, and track information. The LiveCycle Process Management module integrates content from forms and other applications into your workflows through an intuitive, browser-based interface. The LiveCycle Digital Signatures module incorporates digitally signed and certified documents into your critical business processes, allowing you to bring more paper-based processes online and improve compliance. The Adobe Correspondence Management Solution helps you respond to submitted forms easing your ability to create, manage, deliver, and track custom correspondence using approved content blocks and interactive media elements, reducing errors and costs while improving efficiency and responsiveness.

Continuously improving digital user experiences requires data. Adobe Analytics delivers analytics and reporting capabilities that give you the feedback needed to enhance the effectiveness of your online forms to increase revenue and user satisfaction.

Communicate effectively with users and business processes

Adobe has a long history helping organizations create relevant, engaging digital experiences that build brand and reach customers over different channels and screens. Adobe LiveCycle Enterprise Suite 4 (ES4) and the Adobe Forms Portal Solution extend Adobe competencies in enterprise eForms and web content management into the enterprise environment and the mobile realm. Transform user interactions with timely and accurate digital forms linked to your business processes, resulting in better self-service and a more efficient organization.

For more information

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