# Go paperless with Microsoft Surface and Adobe Acrobat

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# Now there is a digital workplace solution that can enable your business to go paperless.

Learn how to gain customer loyalty by reinventing your business around the customer to deliver the personalised experiences they expect. Taking your organisation on a journey from paper heavy to paper light or even paperless is essential. Here's why.



**Accelerate productivity and efficiency**



**Increase security and compliance**



**Enhance experiences for all**



**Improve sustainability efforts**

The paperless experience with premium **Surface 2-in-1** devices offering flexible form factors with touch screen, **Surface Slim Pen** for a world class digital inking experience and Adobe Acrobat productive and secure software are the perfect combination for organisations to deliver in these four critical areas, while upholding the highest standard of professionalism.
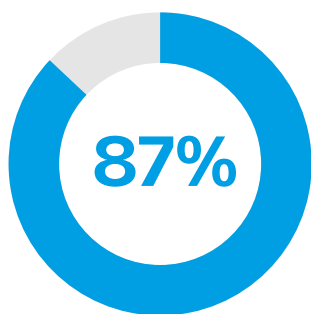
# Moving to paperless is essential

Business runs on documents, and today's teams expect to work seamlessly on them from anywhere using trusted devices and well-integrated software.

> "Digital services help us to reduce operational costs, accelerate business processes, simplify and improve customer experiences and meet sustainability goals. All of this aligns with our purpose-led, core principles at NatWest Group."
> **Vineet Manuja, Head of Business Automation Services, India, NatWest Group**

There is
a pressing
need to
move quickly.

**87%**

**87% of employees and 89% of tech leaders acknowledge that poor technologies are hurting company productivity with more than half of tech leaders (58%)** going as far as to say that poor tech is 'killing' their company's productivity and costing them between two to four hours a day in lost productivity.[1]

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# High expectations

Engagements with every customer and employee are digital first and experience expectations are sky high. Digital technologies have become critical to every corner of the business from the boardroom to the back office, to the sales desk to the loading dock.

As organisations move forward, it's critical to refine and focus digital transformation efforts where they will have the biggest return on investment.

## 90%

of companies are investing in technology to keep up, differentiate or relaunch their business.[2]

# First impression versus the right impression

When employees meet customers for the first time, they must make the right impression. A premium, quality device and streamlined digital workflow ensures professionalism and confidence. No more hunting for pens and through paper files.

Digital workflows will:

### Increase productivity and efficiency
Digital document management and applications will transform into seamless digital workflows, providing faster approvals and improved customer experiences.

### Reduce business costs and carbon footprint
Going paperless delivers a fast and reliable service. No need to purchase unsustainable resources like paper, toner, postage, and stationery.
Better for you, your customers, and the environment.

### Ensure documents are secure and compliant
Mitigate risk by embedding security into your workflows, protect files to meet regulatory requirements and leverage legally binding digital signatures.

**Being able to meet these needs is key to long-term customer loyalty and attracting new customers.**

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# What does a modern paperless workplace look like?

Here's how a modern paperless environment can transform your organisation in four key areas.

**Productivity and efficiency**     **Security and compliance**     **Experiences for all**     **Sustainability**

# Productivity and efficiency

Business leaders are moving the lever from investment to cost control; managers are being tasked to streamline and rationalise, stakeholders are demanding decisive action to find more savings, more efficiencies; eliminate waste and to automate.

## Unlock productivity with powerful PDF capabilities

Rapid inflation in paper and postage costs is a valuable reason to replace paper with digital workflows.

**Adobe Acrobat** is the complete multi-device PDF solution. Its powerful features can transform time-consuming paper documents into seamless digital workflows.

- View, share, comment on and track PDFs for review.
- Turn paper or Word files into fillable forms.
- Redact to permanently remove sensitive information in PDFs.
- Turn scanned paper documents into searchable and editable PDFs.
- Save time with access to the best PDF tools everywhere you go
  – available on desktops, phones, tablets, and web.

Cost savings made can offset or be invested into **Surface** devices and **Adobe Acrobat**.

## 76

hours gained in productivity per employee per device over three years when adopting Surface due to performance up-grades and fewer IT issues[4]

## 30%

30% faster transactions with Acrobat Sign and 47% more efficient back-office work[5]

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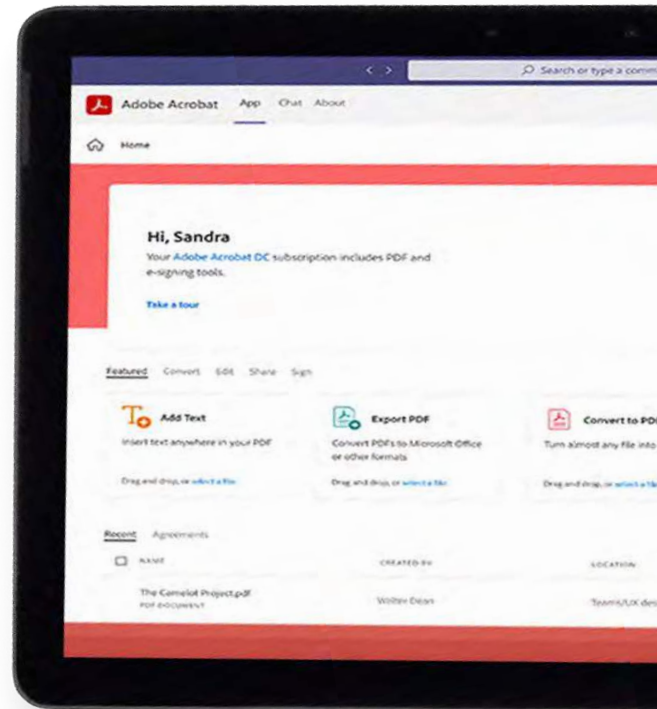Visit scc.com

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# Transform customer experience

The combination of Surface devices and **Acrobat Sign** can elevate customer experiences and set your organisation apart from competitors.

With **Surface** devices, employees can move effortlessly between the back and front office. The **Slim Pen** is embedded into the keyboard of new **Surface Pro** devices, eliminating the need to hunt for pens during customer meetings. Digital inking ensures fully searchable documents in the future and an opportunity for multiple employees to view them at all times, no matter where they're working.

Introducing **Acrobat Sign**, Microsoft's preferred partner, as an e-Signature solution can transform and speed up signatureworkflows by 30%, creating frictionless customer experiences.

"Where a typical sales process previously required 80 sheets of paper and as many as 17 wet signatures, our customers can now handle the entire experience on their computers or mobiles, with no need to visit a dealership."

*Business Relationship Manager, Lookers Automotive Retailer*

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# Security and compliance

Hybrid working and hot desking are the future of work. As a result, more documents are being shared collaboratively as they travel outside of the secured environment of the office space. This trend creates a need to better understand, secure, and enforce a proper electronic document security policy.

## 76
reduction in security breach costs

## 30%
reduction in security breach volume[6]

## Watertight security with Surface

**Microsoft Surface** solutions enable:

- Easy governance of employees' remote equipment.
- Simple deployment and configuration out of the box.
- Enhanced security features built in.
- Surface is one of the only OEMs to write its own firmware, giving chip-to-cloud security.
- 80% reduction in security breach costs; 50% reduction in security breach volume.

## Security comes as standard with Adobe

**Adobe's** enterprise-level security reduces your risk and helps you meet compliance – no matter your industry or where you do business.

## Are digital signatures legal? Absolutely.

Digital signatures comply with regulations around the world and provide the highest level of identity assurance when dealing with digital documents. **Acrobat Sign** solutions can also be configured to meet industry-specific regulations around the world. The bottom line? With **Adobe**, you don't need to worry.

Adobe Acrobat Sign is the world's most trusted e-signature solution

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## Microsoft and Adobe are always a safe bet

There is a great deal of pressure to invest wisely and expectations for continuous improvement and ROI. With **Microsoft Surface** solutions and **Adobe Acrobat** you're not only investing in two of the most reliable productivity brands in the world but also some of the most innovative solutions out there too.

> "Anyone can forge a signature with wet ink. But with Acrobat Sign, it all revolves around identity, and we have it integrated with Microsoft Azure AD to help with identification. Security and authentication is much better."
> Information Technology Specialist, Government

# Experiences for all

Employees and customers have adjusted their expectations in line with the always-on economy of apps, e-commerce, food delivery and streaming entertainment. Your responses to them needs to be frictionless: quick and right first time.

## Exceptional experiences for everyone

Accessibility for all is critical. Adobe Acrobat accessibility features allow universal access to documents. This includes access for people who are mobility impaired, blind, low vision, deaf, hard of hearing, dyslexic or who have cognitive impairments. The Surface Adaptive Kit makes easier to use and navigate your Surface PC such as identifying critical keys, match ports and cables and open and close the device.

In addition to this, with more people using mobiles for business – work and personal – Adobe Liquid Mode makes mobile PDFs more responsive to your needs. You can search text within the document, expand its images, and – to make it even easier on the eyes – alter the font size and spacing between words to suit your reading preference. Ideal for reading and checking lengthy documents.

## Empowering employees and less errors

With Microsoft Surface and Adobe Acrobat your employees will feel empowered, making the customer experience more seamless, less error-prone and can only have a positive impact on your organisation.

Moving between devices and re-entering data (by either your employees or customers) always introduces errors. Errors cause frustrations and can make the customer think you are not paying attention to them, costing you money and your reputation. With Microsoft Surface devices you can easily move from back to front office in an instant and maintain professionalism.

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# Sustainability

A paperless or paper light business is a sound and important environmental practice, but it also contributes to better, more efficient business operations. Running document workflows in the cloud and selecting the right hardware reduces your organisation's environmental impact.

## Reducing your carbon footprint

By introducing digital workflows, digital inking and e-Signatures, processes can become paperless. What's more, employees can take notes and mark up documents on the go using the Surface Slim Pen instead of printing – saving paper, ink and toner.

Moving to a paperless environment will naturally reduce your carbon footprint. Combined with virtual meetings you have the power to lower carbon emissions. Another step in the right direction for your sustainability strategy.

## Innovations that protect the environment

Microsoft's long-term commitment to sustainability is reflected in the Surface device line-up, from manufacturing practices to recyclable packaging to reuse and refurbishment programmes around the globe. Microsoft are committed to ensuring that Surface devices last longer and are therefore better for the environment.

Adobe's commitment to sustainability starts with their products, helping customers operate more efficiently while reducing their environmental impacts. Innovations like cloud-based software delivery, paperless workflows and virtual collaboration, all help to reduce physical waste and cut emissions from transportation and delivery.

## 66%
said Acrobat Sign helped advance their organisations' sustainability efforts8

## 9M
With Acrobat Sign, NatWest Group saved 9M sheets of paper, 960K gallons of water and 336K pounds of wood with paperless workflows and reduced average contract cycle time by 90% for 2 million contracts

## 100%
By 2030, 100% of Microsoft's energy supply, 100% of the time, will come from 0 carbon resources

## Sustainability Calculators

Learn more about the potential impact of going paperless.
Try the sustainability calculators.

### Microsoft Surface Sustainability Calculator
Microsoft are the only global device vendor with direct and real time device emissions calculator to support essential carbon accounting.

### Adobe Resource Saver Calculator
Calculate your estimated environmental savings by going paperless.

### Adobe Carbon Footprint Calculator
Estimate the difference of your carbon footprint between e-signatures versus paper agreements.

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# Moving to a modern paperless workplace

Four stages of paperless adoption.

## 1. Internal champions

Create a group of internal champions to support colleagues during the transition and drive a paperless environment. Ensure processes are documented and communicated clearly internally.

## 2. Small changes

Equip your champions with a Surface 2-in-1 device with Slim Pen. Lean on them to help evangelise the benefits of digital inking and to support colleagues with adoption.

## 3. Right tech for the job

Start with your employees using Adobe Acrobat for digital workflows and easing digital inking experiences like eSignatures before moving onto other Slim Pen experiences like Microsoft One Note (with Ink to Text for easy note taking) and Whiteboard collaboration.

## 4. Prioritise customers

Your customers will experience the benefits immediately. Prioritise processes and employees who interact with customers. Share success stories and feedback internally about the impact it's having.

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## a partnership spanning over three decades

**SCC** and **Microsoft** believe in reshaping the way organisations work across the UK, by employing cutting-edge technology. Together with **Microsoft**, we share a vision for total flexibility in the workplace, making more time for creativity and innovation.

As a central partner of **Microsoft**, we're proud to provide our customers with the latest devices.

Talk to your **SCC** representative for more information on what **Microsoft** can do to optimise the productivity of your business.

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