

HELPING GOVERNMENT DELIVER INFORMATION TO THE EDGE

Public services are working in a world where the customer comes first. Servicing this mandate has led to government authorities having to share knowledge openly while providing more efficient, secure and easy-to-use electronic self-serve processes to its customers.

Adobe solutions help public service organisations transform and extend processes to provide a richer, more productive and trusted experience to more people across multiple platforms.



HEDRA.
consortium

Securing and managing records effectively can be a challenge as policies and procedures continue to evolve. As you develop these for your department or organisation, you are charged with making sure they are compliant.

About the Hedra Consortium

The Hedra Consortium is the premier solutions specialist dedicated to serving the needs of public services through the OGCbuying.solutions framework arrangements. The Hedra Consortium offers a full range of solutions, specifically designed for public services, including central government, local government, education, defence, utilities and energy, transport, health and emergency services. Over £200m of services and solutions have been delivered to public services by the consortium.

Adobe is the Hedra Consortium's partner for intelligent documents providing enterprise-scale electronic forms capabilities based upon the pdf standard. They can also enable a more engaging experience via the web site with their e-learning and web conferencing solutions.

About Adobe

Adobe solutions for public services help organisations accomplish their mission by transforming the way they work with citizens, businesses and other organisations; by protecting the security of personal, corporate and public service data through strengthened information assurance and by making it easier to train and collaborate with personnel anywhere, across any platform.

With our solutions for secure information sharing we help organisations by validating the authenticity and integrity of documents and forms using standard technologies such as digital signatures and certified documents. The solutions also provide powerful access controls to prevent unauthorised access to private, corporate and classified government data.

The security features remain persistent with the document, so information is protected even when it leaves the secure network and built-in policy controls permit agencies to expire or revoke permissions at any time. With Adobe solutions, organisations can create an environment of trusted communications, while mitigating the risk of electronic transactions.

Adobe improves information management processes by:

- providing a common platform for sharing case-related documents and forms
- eliminating re-keying of form data
- simplifying collaboration with other organisations and mobile case workers
- extending security controls to documents used by people outside the organisation
- allowing mobile workers to work with documents and forms off-line
- protecting the integrity of the 'case jacket' by ensuring greater compliance with privacy and security policies at each step in the process.

Adobe can also help public services by providing a richer, more productive and trusted experience to more people across multiple platforms.

Adobe solutions enable public services organisations to:

- transform business processes – with the ability to create, design and deliver personalised service and information via rich Internet applications and intelligent Adobe pdf forms, streamlining these processes while continuing to meet architectural, security and accessibility requirements
- trusted document sharing – protect sensitive and confidential information by setting document access, modification, printing and forwarding privileges on a user-by-user basis. Build Document Services to effectively manage document policies with powerful capabilities for controlling authentication, auditing, expiration and revocation
- training and e-learning – across the public service by developing, changing and delivering information to people across multiple locations deployable behind the firewall and across any bandwidth. Utilise real-time or just-in-time training to make sure the right decision is made at the right time
- team collaboration – accelerate team decision-making regardless of where people are located. Provide teams with powerful web conferencing and document sharing tools including whiteboard, chat, VOIP and video
- rich media delivery – create and publish visually rich, dynamic, accessible content while improving agency communications and decision-making.

End-to-end solution delivery

In delivering customer solutions, we draw upon the specialist capabilities of each member of the wider Hedra Consortium to deliver a complete end-to-end solution as required:

- business solution services – a full range of advisory, business change and management consulting services
- system integration services – the consortium can provide a full range of application development and integration services across all platforms
- infrastructure services – a full range of infrastructure design, specification, implementation and ongoing management solutions
- integrated applications solutions – the supply and implementation of a wide range of solutions from leading technology suppliers currently covering the following solution areas: CRM, ECM, Business Intelligence, e-learning, document scanning, capture and secure sharing and ERP
- fully managed services – both on-site and hosted to deliver an integrated application and infrastructure managed service solution.



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