

Power PDF Helps Government Overcome Security Hurdle and Unearth Savings.

Challenge

- Minimise security concerns
- Implement a standardised PDF solution across Government departments
- Deploy a cost-effective solution
- Deploy a feature-rich product

Solution

- Power PDF

Results

- Minimised security concerns
- Deployed a standardised solution
- Achieved significant cost savings
- Benefit from considerable capability and easy to use solution

For the Queensland Government, the ongoing robustness of the software tools it uses to conduct its day-to-day business is fundamental. If features, performance or value of a software solution are compromised, it is reassessed. Such was the case when a Queensland Government IT department embarked on a review of its incumbent PDF program.

“In the first year we saved nearly \$150,000 and after that, our year on year savings have been about \$50,000. That’s a significant saving in anyone’s language.”

Peter Floyd, Director Operations, Information and Technology Partners
DAF, DES, DITID, DNRME, QRIC and Partners

‘We found that many of our 9000 staff were using various versions of Adobe Acrobat Writer. Some of these were quite dated and no longer supported by Adobe. This raised security concerns with regards to the vulnerability of the aged software and the PDFs it was creating.

‘The other issue was that while we were receiving patches for later versions of the software, continually applying these to the utility product was both time intensive and frustrating,’ explained Mr Peter Floyd, Director Operations, Information and Technology Partners, and whose team supports six independent departments.

Peter decided to review their PDF needs and roll out an upgraded and standardised solution across all six departments to ensure security and seamless capability. In addition, due to the immediate need for some 700 current version licenses, he was keen to choose a PDF solution that offered value for money without foregoing capability.

‘We needed a considerable number of licenses, so if we could install a cost-effective solution, we knew we could achieve significant savings. However, we did not want to do this at the expense of losing capability,’ said Peter.

The required PDF solution had to meet the diverse needs of staff. Apart from creating secure PDFs, the software needed to offer easy editing, the ability to combine documents, create forms, add digital signatures, apply bookmarks and allow the redaction of documents.

‘A number of PDF solutions on the market were assessed and narrowed down to three options. Of these, Nuance’s Power PDF solution looked promising but it was untested in our departments, so we approached Nuance to see if we could trial the product.

‘They readily agreed, issuing us with an enterprise trial license which a couple of our biggest PDF users tested over a three month period. The feedback was impressive. Our staff found the software to be feature-rich, smoother, faster and far more natural to use. In fact, so pleased were our staff that they refused to relinquish the software. Given the overwhelming positive feedback, we knew we had found our PDF software,’ explained Peter.

Nuance Power PDF provides all the capabilities business users need at a competitive price point. The software lets users create, assemble, convert, edit, search, secure, print and validate PDF documents and forms easily and

quickly. Plus, the software's rich capabilities allow users to collaborate and securely share PDFs to improve workflow and productivity.

To ensure the seamless integration of Power PDF across six Government departments and more than 700 seats, the old software was removed and the new software rolled out as users requested Power PDF. According to Peter, 'the switch to Power PDF was far easier than we anticipated, it's very straight-forward because the software is pre-packaged and ready to go'.

Staff quickly took to the new software, finding it intuitive and easy to use. Peter explained that no training was required and, as a "just-in-case" measure, Nuance provided a series of videos that the departments placed on their intranets.

The issue of security was also resolved. 'With everybody now using the same PDF solution, and the latest version, risk of possible exploits and attacks have been minimised. Plus, we are automatically notified of any upgrades and because everybody is on the same page, rolling them out requires little effort,' explains Peter.

Another significant benefit of choosing Power PDF is that the Queensland Government departments achieved

considerable cost savings. 'In the first year we saved nearly \$150,000 and after that, our year on year savings have been about \$50,000. That's a significant saving in anyone's language,' says Peter.

Nuance's licensing model for Power PDF also proved to be a bonus for the Government. According to Peter, some of the initial PDF options that they looked at were moving to cloud-based subscription licensing. This would have created another layer of administration for the departments. With Power PDF however, they just purchased a perpetual license and annual maintenance, which was very simple to allocate administratively.

Peter also explained that he found the team at Nuance to be extremely responsive. 'Early on we suggested to Nuance that they add certain features to the software to increase its usability in our environment. To our amazement they took what we said onboard and inserted the features in the very next version. This level of responsiveness is truly impressive. It's very refreshing to have a partnership with a firm that is not only listening to your feedback, but also acting on it.'

About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.