

Adobe® Enterprise Server and Design Tools

Automate and accelerate the flow of business-critical information

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ADOBE INTELLIGENT DOCUMENT PLATFORM

Q: What did Adobe publicly announce on June 8, 2004?

A: Adobe announced a new generation of Adobe Document Services capabilities built on a common J2EE platform for process management and document control and security. As a component of the powerful Adobe Intelligent Document Platform, these new Adobe Enterprise Server and Design Tools have been endorsed by Adobe customers and partners alike.

Q: What is the Adobe Intelligent Document Platform?

A: The Adobe® Intelligent Document Platform enables enterprises and government agencies to accelerate and automate the flow of business-critical information that improves customer satisfaction, speeds time-to-market of products and services, and extends the value of investments in core applications to gain competitive advantage. The solutions in the platform are built on a secure and flexible architecture that extends the power and reach of enterprise applications within and outside the firewall. The platform leverages Adobe document services to create intelligent documents and integrate them into business processes. Leveraging the Adobe Portable Document Format (PDF) as well as native eXtensible Markup Language (XML), document services help companies unlock the power and extend the reach of accurate, up-to-date project information and documentation.

The Adobe Intelligent Document Platform consists of three components:

- **Intelligent Documents**—familiar, easy-to-use documents that interact with core applications and integrate people and information into business processes
- **Universal client**—a universally available interface or access point between people and Intelligent Documents (for example, Adobe Reader® software or a Web browser)
- **Document Services**—enable enterprises to manage the complete document lifecycle by providing electronic document creation and integration capabilities

Q: What are Adobe Document Services?

A: Built on the Adobe Intelligent Document Platform, Adobe Document Services enable organizations to automate and accelerate the flow of business-critical information among employees, customers, suppliers, and constituents. Lets users communicate more effectively, automate document-based processes, share information securely, and exchange data and information with people and systems. Adobe Document Services can be delivered by Adobe Acrobat® software on the desktop and on enterprise servers and tools that are integrated into enterprise infrastructures. The four Adobe Document Services are:

- **Document generation**—enables users to generate high-quality documents in real time via batch processes from desktop applications or dynamically from core systems
- **Document collaboration**—lets multiple users enter, access, and exchange business-critical information more securely and efficiently using Intelligent Documents
- **Process management**—allows users to automate form-based workflows and to accelerate business-critical information access for faster, more fully informed decision-making
- **Document control and security**—gives users control over access to business-critical information and lets them certify document authenticity with digital signatures

Q: What is the benefit of this announcement for enterprises?

A: The Adobe Intelligent Document Platform connects structured business systems and processes with the unstructured ways people use to communicate and exchange information. This increases the agility and efficiency of any enterprise, enabling it to use business strategy and processes to a competitive advantage and meet new market demands quickly and more cost-effectively than the competition.

Q: What products are included in this announcement?

A: The first products to ship on the new common platform are the following:

- **Adobe Designer** software has an easy-to-use graphical interface that enables users to quickly create and maintain form templates, define a form's business logic, make changes, and preview forms before they are deployed.
- **Adobe Form Manager** software provides a central repository for administrators to manage form publication and for end users to access enterprise forms via a Web-based portal.
- **Adobe Form Server** software enables organizations to intelligently capture information regardless of the user environment—online or offline, internal or external—using Portable Document Format (PDF) or HTML to streamline form-driven business processes through automation.
- **Adobe Reader Extensions Server** software enables organizations to extend the functionality of Adobe Reader by activating previously hidden functionality within the free, ubiquitous Adobe Reader. Any end user can interact with multiple applications via Intelligent Documents, thus extending business processes beyond the enterprise.
- **Adobe Document Security Server** software provides all of the digital signature and encryption capabilities of Adobe Acrobat 6.0 in a server environment.

In addition, Adobe preannounced the following products:

- **Adobe Policy Server** software is a new client/server enterprise document control solution that solves the challenges of managing the use of and access to electronic documents.
- **Adobe Barcoded Paper Forms** enable fillable Adobe PDF forms to be enhanced with dynamic 2D barcodes.

Additional products will continue to be released on the new platform over the next 18 months.

ENTERPRISE SERVER AND DESIGN TOOLS

Q: What are Adobe Enterprise Server and Design Tools?

A: Adobe Enterprise Server and Design Tools consist of Adobe design tools and enterprise servers that help users automate and accelerate enterprise processes using Intelligent Documents—without sacrificing document integrity or open standards. By combining the business logic and data exchange capabilities of XML with the security and reliability of the Adobe PDF, these server and design tools make it easy for organizations to integrate electronic documents with enterprise applications and business processes. Advanced document security and control features, such as digital signatures and data encryption, ensure a high level of data authenticity, integrity, and confidentiality. The combined tools within Adobe Document Services provide a powerful document platform that can deliver high-quality solutions in a secure environment, automating document processes using XML and Adobe PDF, and extending transactions beyond the firewall.

Q: What is one example of how a financial services institution can leverage Adobe Enterprise Server and Design Tools?

A: A bank can use Adobe Enterprise Server and Design Tools to cut costs and increase the efficiencies of application processing:

- The bank uses Adobe Designer to create electronic documents in a variety of flexible formats, including Adobe PDF and HTML. Support for XML lets form authors embed intelligent business logic directly into each form without advanced coding or technical knowledge.
- Adobe Form Manager provides a central repository for managing forms publication and for end users to access forms via an Internet-based portal.
- Adobe Form Server lets the bank convert a single form template into various versions of HTML and Java for easy access regardless of what browsers or devices its customers use. As a result, customers do not need to download new plug-ins.
- Using Adobe Reader Extensions Server, the bank enables certain rights in its forms, allowing customers to complete electronic applications online or offline and save them locally—all through the free Adobe Reader software. Secure digital signature technology lets customers skip the inconvenience of printing and mailing or appearing in person to sign forms.
- Forms can also be submitted while customers are online or offline. An online submission goes to the bank, while an offline submission waits in a customer's outbox until the next available Internet connection is made. The bank receives the completed forms electronically, and the customer can immediately receive an electronic copy of the transaction for future reference.
- The Adobe Intelligent Document Platform extracts critical information directly from received forms and automatically integrates that data into related banking systems—from loan processing to customer relationship management.
- Adobe Document Security Server enables the bank to validate digital signatures on forms that have been submitted electronically. It can also be used to encrypt files that contain consumer financial information, helping the bank comply with Gramm-Leach-Bliley Act privacy regulations.

Q: What is one example of how a governmental agency can leverage Adobe Enterprise Server and Design Tools?

A: A governmental agency can use these products to meet new constituent demands for easier, more convenient access to government services. The following exemplifies constituent self-service at the Department of Licensing:

- The department uses Adobe Designer to create electronic renewal forms in a variety of flexible formats, including Adobe PDF and HTML. XML support enables form designers to embed intelligent business logic directly into each form so that standard or repeated fields can be prepopulated with accurate data to save time.
- Adobe Form Manager provides a central repository for the department into manage forms publication and for end users to access forms via an Internet-based portal.
- Adobe Form Server allows the department to convert a single form template to various versions of HTML and Java for easy access regardless of what browsers or devices the constituents use. As a result, constituents applying for license renewal do not need to download new plug-ins.
- Using Adobe Reader Extensions Server, the department enables certain rights in its forms, allowing constituents to complete electronic applications online or offline, save them locally, and then submit them electronically.
- The Adobe Intelligent Document Platform extracts critical information directly from the received forms and automatically integrates that data into related systems at the Department of Licensing to ensure accurate, timely processing.
- Adobe Document Security Server enables the department to validate digital signatures on forms that have been submitted electronically. By processing forms using digital signatures, the department obviates the need to use paper forms to capture ink signatures.

Q: What is one example of how an insurance company can leverage Adobe Enterprise Server and Design Tools?

A: An insurance company can use Adobe Enterprise Server and Design Tools to improve the entire claims processing cycle:

- The insurance company uses Adobe Designer to create electronic documents in a variety of flexible formats, including Adobe PDF and HTML. Support for XML lets form authors embed intelligent business logic directly into each form without advanced coding or technical knowledge.
- Next, Adobe Form Manager provides a central repository for administrators to manage form publication and for end users to access forms via an Internet-based portal. The customer can fill out and submit an electronic claim form to the agent, who is notified of the claim electronically.
- The insurance company uses the Adobe Intelligent Document Platform to create electronic forms tailored to every step in claims processing, from submitting a claim to gathering estimates from repair shops and more.
- Using Adobe Reader Extensions Server, the insurance company enables special rights in the forms they create. Then, the claimant uses the free Adobe Reader software to download the forms, fill them out online or offline, save the forms locally and apply digital signatures, and electronically submit the forms back to the insurance agent for processing.
- Adobe Document Security Server enables the insurance company to validate digital signatures on forms that have been submitted electronically. Adobe Document Security Server can also be used to encrypt files that contain electronic protected health information, helping the insurance company comply with HIPAA security regulations.

PRODUCT OVERVIEW

Q: What are the key capabilities and benefits of Adobe Enterprise Server and Design Tools?

A: These products were designed to help organizations automate and accelerate the flow of business-critical information among employees, customers, suppliers, and constituents. Using them, customers can:

- Generate high-quality, customer-facing documents with ease
- Automatically capture information entered into forms, and then integrate it back into core applications and systems without rekeying
- Automate business processes using electronic documents that deliver the right information in the right format to the right participants at the right time
- Share information more securely, both inside and outside the firewall
- Improve the efficiency and accuracy of collaborative review cycles

Q: Are previous versions of the products still available?

A: Yes. Customers may still order older versions—in some cases, two major versions back and in others, one major version back.

SYSTEM REQUIREMENTS

Q: What are the system requirements of Adobe Enterprise Server and Design Tools?

A: Adobe Designer 6.0

Intel® Pentium® 450MHz or equivalent processor
256MB of RAM
1,024 x 768 screen resolution
150MB of available hard-disk space

Adobe Form Manager 6.0, Adobe Form Server 6.0, Adobe Reader Extensions Server 6.1, Adobe Document Security Server

Microsoft® Windows® Server 2003
Intel Xeon or equivalent 2.8GHz or faster processor
2GB of RAM (minimum) and two CPUs
350 MB of available hard-disk space for installation
350MB drive

PLATFORMS

IBM® AIX®

IBM POWER4 or equivalent 1.7GHz or faster processor
2 GB RAM (Minimum)/ 2 CPUs
CD-ROM drive

Linux® Red Hat Advanced Server 2.1

Intel Xeon or equivalent 2.8GHz or faster processor
2GB of RAM (minimum) and two CPUs
350MB of available hard-disk space for installation
CD-ROM drive

Sun™ Solaris™ 8 or 9

Sun UltraSPARC® III 1.2GHz processor
2GB of RAM (minimum) and two CPUs
30GB 7600 RPM drives
350MB of available hard-disk space for installation
CD-ROM drive

WEB APPLICATION SERVERS AND OPERATING SYSTEMS

Adobe Form Manager

WebSphere 5.1 for Windows Server 2003
WebSphere 5.1 for AIX 5L
WebSphere 5.1 for Red Hat Linux 2.1
WebSphere 5.1 for Solaris 8 and 9
JBoss 3.2.2 for Windows Server 2003

Adobe Form Server

WebSphere 5.1 for Windows Server 2003
WebSphere 5.1 for AIX 5L
WebSphere 5.1 for Red Hat Advanced Server 2.1
WebSphere 5.1 for Solaris 8 and 9
JBoss 3.2.2 for Windows Server 2003
JBoss 3.2.2 for Red Hat Advanced Server 2.1

Adobe Reader Extensions Server

WebSphere 5.1 for Windows Server 2003
WebSphere 5.1 for AIX 5L
WebSphere 5.1 for Red Hat Advanced Server 2.1
WebSphere 5.1 for Solaris 8 and 9
JBoss 3.2.2 for Windows Server 2003
JBoss 3.2.2 for Red Hat Advanced Server 2.1

Adobe Document Security Server

WebSphere 5.1 for Windows 2003
WebSphere 5.1 for AIX 5L
WebSphere 5.1 for Red Hat Advanced Server 2.1
WebSphere 5.1 for Solaris 8 and 9
JBoss 3.2.2 for Windows Server 2003
JBoss 3.2.2 for Red Hat Advanced Server 2.1

SUPPORT

Q: What level of technical support is available for the new releases of these server and design tools?

A: Companies that purchase these tools have access to Premium Maintenance and Support—a level of technical support intended for enterprises with an internal help desk that need assistance with business- or mission-critical applications. Premium Maintenance and Support provides cost-effective access to superior technical expertise and skills to help make the most of your investment, allowing you to focus on your core business. This support program gives organizations a range of services, including unlimited case reporting, unlimited access to online resources, remote diagnostics, and extended hours support. In addition, Premium Maintenance and Support ensures that your company will receive all available maintenance releases, version upgrade releases, and product patches during the term of your support agreement.

Q: I'm developing a solution for my company using Adobe Enterprise Server and Design Tools. How do you support IT developers?

A: Adobe is preparing to release a new developer support option for internal IT developers who work with the Intelligent Document Platform. Solution Developer Support will be an optional Service Enhancement for Premium Maintenance and Support customers who wish to add this level of service to their support coverage. The program will provide unlimited Web-based developer case reporting, unlimited access to online support resources, and an enhanced level of developer support to provide assistance in the areas of coding, scripting, workflow, and samples. *Note:* Solution Developer Support consultants will not create custom code for a specific solution. Companies that this level of assistance are encouraged to contact Adobe Professional Services. This support program is currently being finalized. Pricing and availability are expected in June 2004.

PRICING AND ORDERING

Q: Are there variations of the product available? For instance, a light version?

A: No.

Q: I'm an existing customer. How can I migrate to the new technology?

A: Adobe has put options in place to help you migrate to the upgraded technology. Refer to the Migration FAQ for details.

Q: How can I order Adobe Enterprise Server and Design Tools?

A: Adobe Enterprise Server and Design Tools can be purchased through Adobe solutions partners.

Q: Are the previous versions of the products still available?

A: Yes. You may still order older versions—in some cases, two major versions back, and in others, one major version back.

Q: Is a tryout version available?

A: Yes. Tryout versions of Adobe Designer and Adobe Reader Extensions Server are available at www.adobe.com. Adobe is currently considering making other products available for tryout as well.

Q: Is there a charge for the Adobe Intelligent Document Platform as a whole or only the products?

A: The Adobe Intelligent Document Platform is comprised of the Intelligent Document, the universal client, and Adobe Document Services. Therefore, your organization can deploy the Intelligent Document Platform to solve your business challenges by purchasing Adobe desktop products and/or enterprise servers and design tools.

Q: Does my organization have to purchase the entire suite of products? Or can we purchase individual products?

A: The products are optimally available in a suite, but they can also be purchased as individual products.

Q: How is the software licensed?

A: Licensing options for enterprises are available per product bundle, per user, and per CPU. Contact your Adobe sales representative for details.

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