The Global Fund fights epidemics worldwide. Nonprofit uses eSign services to speed up processes to better serve communities affected by disease.

"Adobe Document Cloud eSign services gives us the tools to manage our documents more efficiently so we can quickly get money to communities in need."

Andrew Tatam, Business Partner Manager, IT Corporate Services, The Global Fund to Fight AIDS, Tuberculosis and Malaria

**SOLUTION**
Adobe Document Cloud
- eSign services

**RESULTS**

- **ACCELERATED RECRUITING**
  Reduced the time to sign off on recruiting evaluations by 80%—from five days to one—for faster staffing of crucial operations

- **MULTIPLE SIGNATURES**
  Accelerated document turnaround by enabling up to 40 concurrent reviewers and signers for a grant document

- **MOBILITY**
  Reduced delays in grant funding by developing mobile-accessible workflows for the frequently traveling workforce

- **INTEGRATION**
  Integrated eSign services with existing Oracle E-Business Suite platform for efficient workflows
Fighting AIDS, tuberculosis, and malaria

Every year, governments, private philanthropic foundations, and committed individuals worldwide band together to fight diseases through the Global Fund to Fight AIDS, Tuberculosis and Malaria. The Global Fund mobilizes around $4 billion a year to deliver life-saving medicine and preventative care to communities hardest hit by these epidemics.

While some nonprofit organizations focus on developing and implementing their own programs, the Global Fund offers a simple but fundamentally new philosophy: local communities already know how to best solve the problem. All they need is the resources to fund the fight.

"Locals understand the unique needs of their people and culture better than anyone, so it makes sense that they should lead programs to save lives in their communities," says Andrew Tatam, Business Partner Manager, IT Corporate Services at the Global Fund. "Our job is to empower local organizations by mobilizing resources from donors."

The impacts of the Global Fund’s donations have been far reaching. For instance, funded programs have successfully provided AIDS antiretroviral therapy to 7.3 million people, supported testing and treatment of 12.3 million people for tuberculosis, and enabled distribution of 450 million insecticide-treated nets to protect families against malaria.

Empowering communities, saving lives

With lives on the line, the Global Fund has long prioritized results over processes. CIO Paul Tuxford recognized that rather than continuing with outdated strategies, taking the time to develop new workflows around electronic signature technologies could help the organization process paperwork more efficiently and ultimately help the organization get money to the people who need it faster.

"Adobe Document Cloud eSign services met all of our needs for mobility, scalability, and auditability," says Tatam. "With eSign services, we can send PDF forms for signature anywhere in the world and get a response in minutes. By eliminating delays, we're getting resources to programs where and when they need it."

The Global Fund keeps extensive paperwork for all donations and for funding allocations, often with multiple reviews and signatures for each document. Previously, the organization managed signatures using "black books"—physical folders containing documents that needed signatures, from internal procurement approvals to planning agreements for grants. Assistants would run the black books between managers and executives for review and signature. Every time the black books changed hands, the assistant would also need to notify a registrar, who would write down the location of each black book to provide rudimentary tracking.
Adobe Customer Story

Not only was this process time consuming, it was also complicated by the mobile workforce. Up to 20% of the workforce is on the road at any time. "These programs need to get funding as quickly as possible, and we don't want a grant document sitting on a desk for weeks because someone is traveling," says Tatam. "Our teams got on board quickly when they realized how much faster we can process grants with eSign services."

**Hiring the best in its global fight**

Before applying electronic signatures to essential grant paperwork, the Global Fund decided to prove the value of streamlined processes by applying eSign services to internal functions, starting with recruiting. Every year, the Global Fund recruits about 80 to 100 employees who are interviewed by panels of three to four people. Each panel member contributes comments to an evaluation that must be signed by up to six people.

"By integrating eSign services into the HR recruitment workflow, we reduced the time to sign panel evaluations from five days to less than a day," says Tatam. Assistants no longer need to run documents throughout the building, and the automated tracking in eSign services provides a far more accurate audit trail. "We've heard nothing but positive feedback from managers because they can fill positions faster and gain the talent that they need to tackle critical grant issues faster."

Working with Adobe, the Global Fund integrated eSign services with Oracle E-Business Suite Human Capital Management in six weeks. Leveraging the integration, signed documents can be imported into a candidate's file, automatically organizing the paperwork into a comprehensive recruiting record that may be required for audits.

The Global Fund's next step internally is integrating eSign services with Oracle E-Business Suite Financial Management to streamline procurement. Once fully implemented, managers will be able to use templates created for eSign services to easily create, edit, and send requests for new parking spaces, extended software licenses, or other procurement items. With more efficient procurement workflows, managers will be able to obtain the resources their teams need to communicate with donors, analyze results, and fund programs faster.

**Getting funds to programs faster**

With the success of Adobe Document Cloud eSign services being used internally, the Global Fund will be ready to roll out electronic signatures to its largest and most important division: the Grant Management division. Through integration between eSign services and Salesforce CRM, the organization anticipates greater automation that will allow employees to draft grant documents faster and with fewer errors.
"We expect that grants will always use some physical signatures," says Tatam. "If we deliver a $50 million grant to the Ministry of Health in Ethiopia, the minister will likely seal the deal in an official ceremony by signing a physical copy of the grant. But the vast majority of signatures throughout the rest of the grant approval and planning process are internal and could be expedited with e-signatures, leading to overall faster turnaround for grants."

The road to a grant involves budgets, plans, and forecasts that often require input from dozens of people; one agreement can involve up to 40 signatures. With Adobe Document Cloud eSign services, the Global Fund can use concurrent signature workflows and send the document to all signers at once. By allowing signers to review and sign documents simultaneously, the Global Fund can complete paperwork faster and distribute the money to people and programs that are positively affecting communities.

"Given the level of detail and tracking required as part of the grant funding process, we're a document-centric organization by nature. Our programs—and the associated documents we have to manage—can affect millions of people worldwide," says Tatam. "Adobe Document Cloud eSign services gives us the tools to process documents more efficiently so that we can quickly get money to communities in need."