



SMRT Corporation, an edge on efficiency.

Premier multi-modal transport service provider in Singapore achieves workflow efficiency with Adobe Sign, integrated with Ariba Contract Management.



"The mobile nature and user-friendliness of Adobe Sign were huge deciding factors. Our executives are constantly on the go, and being able to remain productive while travelling helps us make the most of our time."

Alfred Aloysius, Director, Strategic Sourcing, SMRT Corporation Ltd.



SOLUTION

Adobe Document Cloud
• Adobe Sign

Ariba Contract Management

RESULTS

3x
FASTER

QUICK APPROVALS

Increased turnaround time for document approvals



FASTER PROCESSING

Reduced overall agreement processing time from 3 weeks to 16 hours



MOBILE ACCESS

On-the-go access for document approvals for highly mobile executives to boost efficiency



COST SAVINGS

More than \$100,000 saved in man-hours, within the first year

SMRT Corporation Ltd.

Established in 1987

Employees: More than 8,000

Singapore

www.smrt.com.sg

CHALLENGES

- Manage a laborious document approval process
- Inefficient workflow management for documents

“Adobe Sign brought the overall agreement processing time down from 3 weeks to about 16 hours. And for documents that require extremely quick turnaround, approvals can be made in as fast as 7 minutes!”

Alfred Aloysius, Director, Strategic Sourcing, SMRT Corporation Ltd.

Managing a global document workflow

SMRT is Singapore's premier multi-modal land transport provider. Its core businesses are in rail operations, maintenance, and engineering as well as in bus, taxi, and automotive services. Complementing these are the company's integrated businesses in retail, media, and marketing, as well as properties and retail management.

With many lines of business, offices, and employees under the corporation's oversight, SMRT's procurement team faced challenges in managing workflow for document approvals. This was exacerbated by the fact that its staff can be on the go, moving between various SMRT offices located throughout Singapore.

In the past, SMRT handled documents manually. Executives often had to make a minimum of two trips to get documents such as invoices, procurement award papers, and sales agreements signed. More trips were needed, when the requisite signatures were not garnered. Approval processes also had to be restarted, in the event of last-minute changes to the documents, resulting in a delay in processing. At times, documents would get misplaced. It was also challenging to keep track of the documents and the workflow processes, given that there were thousands being processed at any one time.

“Document approvals were completed manually, which was quite laborious and turnaround times weren't fast enough. The workflow management was riddled with inefficiencies,” said Alfred Aloysius, Director, Strategic Sourcing, SMRT Corporation Ltd. “We were facing these challenges with a variety of documents including sales agreements, internal procurement documents, and invoices. We were looking for a way to streamline our workflow, as part of our continuous efforts to be more efficient.”

In sourcing a solution, Aloysius and his team were looking for a workflow management system that they could get up and running with minimal training and implementation requirements. In doing so, they turned to the SMRT Corporation legal team, who had already been using Adobe Sign for a year, for processing of approval papers to the board, including approvals for investments. With a strong recommendation from the legal team, SMRT's procurement division made a quick decision to adopt Adobe Sign, an Adobe Document Cloud solution.

There were several important features of Adobe Sign that appealed to SMRT as the company looked to expand use of the solution. According to Aloysius, “The mobile nature and user-friendliness of Adobe Sign were huge deciding factors. Our executives are constantly on the go, and being able to remain productive while travelling helps us make the most of our time. As well, the solution is quite intuitive—all we needed to get people started was a simple sharing session, through which the legal department team shared about their experience with Adobe Sign. This saved us lots of time in the onboarding process.”

“Being able to prepare and send documents for e-signature in the Ariba module, and integrate signature tasks within the Ariba workflow to combine internal and external approvals, made Adobe Sign a very convenient all-in-one solution for the team.”

Alfred Aloysius, Director, Strategic Sourcing, SMRT Corporation Ltd.

SOLUTION AT A GLANCE

- Adobe Document Cloud
- Adobe Sign
- Ariba Contract Management

For more information

www.adobe.com/go/dc-enterprise



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Faster turnaround

Upon implementation of Adobe Sign, Aloysius and his team saw an immediate impact with documents being sent electronically, and no physical trips to secure signatures were needed. The Adobe e-signature solution also enabled SMRT to quickly restart approval processes, to accommodate changes. SMRT was also better equipped to keep track of the documents, and the respective workflows.

“Today, our new workflow for contract agreements is a lot more efficient and less laborious. Adobe Sign brought the overall agreement processing time down from 3 weeks to about 16 hours. And for documents that require extremely quick turnaround, approvals can be made in as fast as 7 minutes! The time savings are apparent, especially when you multiply that by all the contracts and approval steps being processed. We have increased the speed of doing business, which helps SMRT improve its speed to market and efficiency,” said Aloysius.

The SMRT procurement team found that Adobe Sign provided the ability to keep tabs on the status of individual documents, and understand exactly where documents are in the system, as well as their approval status. This helps ensure that each document can be tracked, and reminders can be sent in order to speed up approvals. For the final stage of approval, processing time has been reduced from two to three days in the past, to an average of one working day.

Integration with procurement systems

Adobe Sign can integrate easily with Ariba Contract Management—SMRT’s procurement system—which further improved productivity as the process of electronic signing of documents was quickly incorporated into the overall workflow. “Being able to prepare and send documents for e-signature in the Ariba module, and integrate signature tasks within the Ariba workflow to combine internal and external approvals, made Adobe Sign a very convenient all-in-one solution for the team,” said Aloysius.

Currently, approximately 300 SMRT employees use Adobe Sign, processing an average of 650 documents per month. Aside from legal and procurement, the other departments taking advantage of the productivity benefits of Adobe Sign include finance, HR, and commercial. Overall, SMRT has observed savings of more than \$100,000 in man-hours, within the first year.

As SMRT continues its transformation to greater efficiency, Adobe solutions will continue to provide productivity benefits, supporting its endeavor to achieve greater efficiencies and further improving time and cost savings for the company.