



# Adobe® EchoSign® & Lumension Security, Inc.

## International presence, exceptional service

Lumension Security, Inc., a global leader in endpoint management and security, develops, integrates, and markets security software solutions that help businesses protect their vital information and manage critical risk across network and endpoint assets. With more than 5,100 customers worldwide, Lumension is truly a global corporation known for providing world-class customer support and services around the clock.

To meet the needs of its global customer base, Lumension works through an international salesforce stationed around the world. While this international presence helps deliver exceptional customer service, it creates a need for innovative solutions. "While exploring different technologies, we realized that eSignatures with Adobe EchoSign could solve many of our communication problems," says Steve Poesnecker, director of business operations, Lumension.



*"Adobe EchoSign is more than just an eSignature platform. By taking full advantage of its functionality, we saw how we could transform documentation workflows throughout the company."*

## **Streamlining internal workflows globally**

Lumension initially discovered Adobe EchoSign when searching for a way to capture signatures for its ecommerce solution. "Adobe EchoSign is more than just an eSignature platform," says Poessnecker. "By taking full advantage of its functionality, we saw how we could transform document workflows throughout the company."

Most salespeople sign several commission plans each year, which must also be countersigned by managers. Previously, plans would be scanned, faxed, and copied numerous times to reach international signees, possibly resulting in an illegible copy. Adobe EchoSign automatically routes plans between signees before delivering a clean copy directly to Human Resources. "Before Adobe EchoSign, it could take days to obtain all of the signatures, but now plans can be returned in hours," says Poessnecker.

The HR department relies upon Adobe EchoSign for internal documentation. From onboarding to changes in personnel records, HR uses many signature-driven workflows and approval processes. Remote employees and management teams often made it difficult to obtain timely signatures, but with Adobe EchoSign, HR can obtain signatures online, no matter where the signee is located.

Adobe EchoSign not only streamlines workflows, but it also boosts employee productivity by increasing visibility and tracking. Rather than chasing paper trails, team members can log into Adobe EchoSign and instantly view the document status and any potential bottlenecks. Says Poessnecker, "Whether supporting internal documentation or the customer sales process on our ecommerce site, Adobe EchoSign is an important building block to help us construct efficient workflows."

### **For more information**

[www.echosign.adobe.com](http://www.echosign.adobe.com)



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