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## e-Signatures Key to Unlocking Productivity in the Workplace, says Adobe

*But new research says UK workers suffering as a result of a 'paper-based culture'*

- 80% of people agree that they use handwritten signatures much less these days, with nearly half (49%) saying they would feel comfortable using e-signatures going forward
- Over a quarter of respondents said e-signatures could be good for signing contracts and other work documents (28%)
- Workers spend almost one day a week being devoted to admin (average 6.8 hours)

**18 May 2017** – Despite the abundance of new technologies at our disposal, Brits still prefer using handwritten signatures in the workplace, according to new research released today. Conducted by Adobe Document Cloud, and surveying 2,002 members of the UK general public, the findings revealed that a staggering 86% of the UK population claim that signing documents still holds a huge sense of importance to them when it comes to giving their consent and proving their identity. This is despite the majority of workers feeling frustrated with traditional paper-based processes.

### Embracing new technologies despite old attachments

While people's emotional attachment to the handwritten signature is evident, the research also reveals that they are slowly becoming more open to the digital alternatives on offer – namely e-signatures. The research shows that as many as 79% of people agree that they use handwritten signatures much less these days, with nearly half (49%) saying they would feel comfortable using digital or e-signatures going forward. Of those who said they would be open to using e-signatures:

- Over a third (34%) say using e-signatures is less time consuming
- Nearly a third (31%) see e-signatures coming into their own, as you don't need to find a pen
- 28% think e-signatures will help them approve things on the move, across multiple devices
- 29% think e-signatures will help them approve things on any device

However, the study also reveals that there are still some reservations when it comes to e-signatures. In particular the report highlighted a number of misconceptions by those who do not trust e-signatures including:

- Over a third (38%) feel e-signatures can be easily copied
- Similarly, 36% said they don't think they are secure
- Over a quarter (26%) said they would not trust e-signatures because they don't feel people check them properly

### Increased Productivity

The workplace is the environment where many respondents saw the benefits of e-signatures coming into their own. Over a quarter of respondents said e-signatures could be good for signing contracts and other official work documents (28%) with a further 27% saying they could be used to give another level of authentication on the goods they purchase. A further 16% also said that using e-signatures could even save themselves and their employer money.

These findings support another recent European study from Adobe Document Cloud which highlighted the fact that office workers are currently spending significant time on office admin, with almost one day a week being devoted to these tasks (average 6.8 hours)<sup>[1]</sup>. What's more, 61% of European workers said that chasing signatures was adding to their frustrations. However, when it came to the uses of e-signatures in the workplace, a huge 77% of UK workers said that the technology is extremely valuable in helping to achieve higher productivity and freeing up time.

Mark Greenaway, Director Emerging Businesses EMEA at Adobe: "Nowhere can the benefits of e-signatures be felt more than in the workplace, with people able to bring greater time efficiencies to their day instead of chasing people for handwritten signatures as a result of working in a paper based office culture. Although we will always strive to put the personal touch on things such as birthday cards and gifts via our handwritten signatures, the workplace will certainly benefit from the digital alternatives on offer – e-signatures just one of these. As a result, we'll no doubt, see handwritten and e-signatures existing side by side for many years to come."

"Misconceptions do still exist though, particularly when it comes to the security and accuracy of e-signatures. However, people should remember that e-signatures use a variety of common electronic authentication methods to verify signer identity meaning that they are far more secure and can be a great for getting documents signed and processed quickly. Many organisations are already benefitting from e-signatures amongst other digital capabilities."

-ENDS-

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### **About Adobe Document Cloud**

At the heart of Adobe Document Cloud is Adobe Acrobat DC, the world's best PDF solution; Adobe Sign, the leading e-signature solution that allows anyone to electronically sign and send documents from any device; and powerful companion mobile apps. More than six billion digital and electronic signature transactions are processed through Document Cloud each year, including global businesses like Academy of Art, AmerisourceBergen, Deloitte, Diners Club, JLL, Mastercard, The Royal Bank of Scotland, the State of Hawaii and Verizon. With data centers in the U.S., UK, Germany, Japan and Australia, organizations around the world rely on Document Cloud and Adobe Sign for fast, secure and mobile e-signatures from anywhere.