The Government Of Canada Elects Foxit PDF Editor

Canada

> ***"Major things can go wrong during software migrations, but the GC didn't experience any of that. It's been one of the smoothest migration projects I've ever been a part of."***
>
> Jason Pantalone, IT Manager, Workplace Technology Devices,
> Procurement at Shared Services Canada (SSC)

Shared Services Canada (SSC) delivers digital services to Government of Canada (GC) organizations. They provide modern, secure and reliable IT services so federal organizations can deliver digital programs and services that meet Canadians' needs.

Jason Pantalone, IT Manager, Workplace Technology Devices, Procurement at Shared Services Canada (SSC), knows firsthand the importance of the Government of Canada's (GC's) mandates.

A primary one is to ensure all major branches of the government have tools and technology that support their goal to be a more **open** and **collaborative digital government** that provides **digital-first, user-centered** services and programs.

This vision recognizes that public servants are **more effective** at delivering services, programs and policies when they have modern tools and a modern workplace. It also acknowledges that enabling teams to work across disciplines is key. And that public servants need to be able to use various technologies to extract high-value insights from the wealth of information and data, use collaboration tools to work more effectively, and communicate in digital spaces.

Another mandate is to seek competition, **best price**, and the ability to consolidate contracts. This is a driving force as SSC manages the license base for all major software titles common in the GC— including disk writing software, office productivity, forensics, and PDF editing.

So, when the GC's Adobe Acrobat contract was coming up for renewal, the time was right to look at how PDF software was being used to ensure that the more than 200,000 federal employees had the functionality they needed. It was also time to leverage the government's immense buying power to guarantee they received the best pricing.

The Government of Canada Uses Foxit PDF Editor to Streamline Processes and Modernize Public Service

Shared Services Canada (SSC) was created in 2011 to transform how the Government of Canada (GC) manages its Information Technology Infrastructure by streamlining processes and delivering better services to Canadians.

This included consolidating more than 60 different email systems to one single system, supporting more than 200,000 federal employees with modern collaboration tools and accessibility technology, managing nearly 600,000 service requests per year, and operating close to 80,000 servers 24/7. They support all GC public servants (125,000 users) and more than 40 software applications, with the goal to consolidate contracts as a broker between the vendor and departments.

When it was time to consider replacing the government's PDF software, Foxit PDF Editor rose to the top with advanced capabilities for layering, digital signing, security, and accessibility. Now, Foxit PDF Editor supports the GC's evolution to a digital government that's more open and collaborative, and that provides user-centered services while reducing IT costs.

Objectives

- **Support Government of Canada's evolution to a digital, open, and collaborative government.**
- **Support more than 200,000 federal employees with the tools and technology to work more effectively.**
- **Provide digital-first, user-centered services and programs while reducing IT costs.**

The Discovery Phase Puts PDF Software to the Test

SSC interviewed PDF software users and conducted discovery sessions with IT, procurement, and information management end users from the departments with the largest number of Acrobat licenses. That included:

- **Revenue Agency (45,000 users)**
- **Correctional Services (17,000 users)**
- **HRSDC (31,000 users)**
- **Immigration, Refugees and Citizenship Canada**
- **Transport Canada**
- **Department of Defense (100,000 users)**

The discovery phase consisted of surveys and one-on-one interviews asking them about their PDF usage to formulate requirements—which, not surprisingly, can differ greatly. There are groups, for example, that work on ATIP requests (Access to Information and Privacy, similar to the USA's Freedom of Information Act) that need redaction. Health Canada, on the other hand, has more demand for a PDF editor and the medical coding required for claims. SSC then utilized Gartner and online searching to review the PDF software competitors in the marketplace. They examined potential vendors' websites, viewed demos, and combed over the ISO standards to ensure that all PDF editing software they looked at met industry standards.

The Field Narrows to Two Competitors

With a list of PDF editing software providers that might meet their criteria, SSC sent out a Request for Information (RFI). Questions focused on five business categories: Productivity, Accessibility, Security, Regulatory Standards, and IT/Admin, along with compliance features. They rated criteria according to two feature profiles, Core and Advanced, to ensure vendors could meet all requirements.

Under the GC mandate to conduct fair competition, SSC narrowed the field to two potential PDF editing software solutions: Kofax Power PDF and Foxit PDF Editor. Then they invited the government departments to review both products.

"We said 'you have Foxit and Kofax'," explains Pantalone.

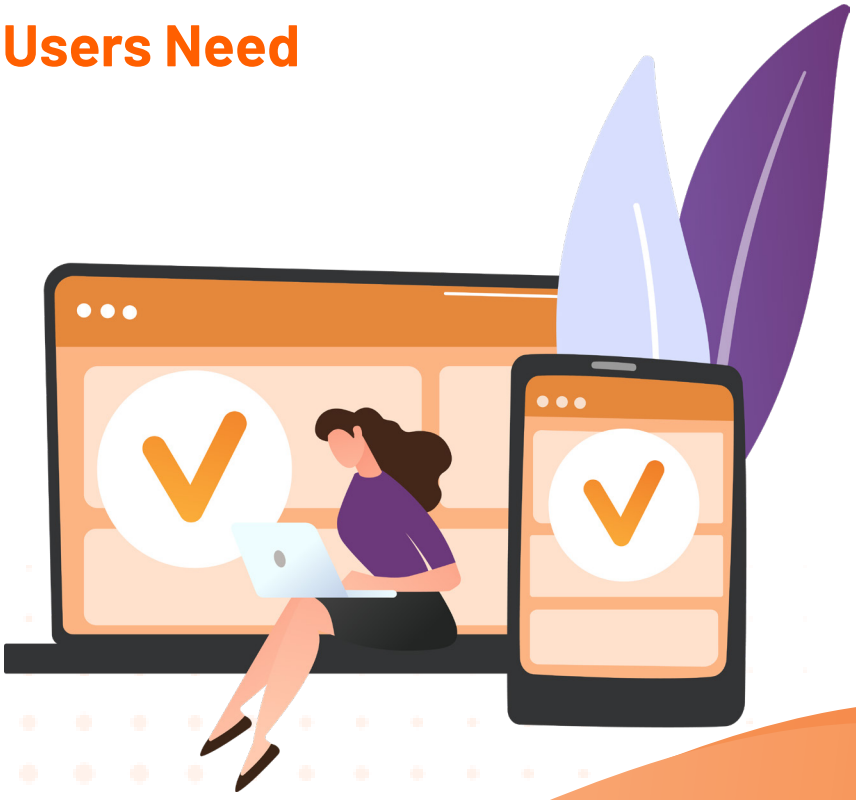
"'We'd like you to test the products and tell us which licenses you want to replace Acrobat.' After using the products in the field, the vast majority chose Foxit."

There Were Several Key Reasons Why the GC Overwhelmingly Chose Foxit

1. The GC wants to use its buying power to secure the best price on any contract. Foxit Software consistently comes in at an **affordable** price for similar features and services when compared to competitors.
2. The Foxit team developed solid relationships with SSC and GC representatives from first contact to implementation to remote and on-site training sessions. That included highly **responsive support** for GC users. "We're really happy with Foxit's support model," adds Pantalone. "We'd be put in touch with engineers almost the sameday. They always get to the root of a problem so things are resolved quickly."
3. Foxit PDF Editor fulfilled the most **functionality** across both the core and advanced feature profiles that SSC created.
4. Foxit adapted to the GC's roadmap product requests in the Foxit PDF Editor 10.0 release. "That was another bonus," explains Pantalone. "We've seen that Foxit **listened** to GC customers by making changes to PDF Editor version 10. That made a lot of customers even happier about the transition."

Foxit PDF Editor Delivers the Advanced Features Government Users Need

Ultimately, departments preferred Foxit PDF Editor's technical capabilities because many of their requirements were geared around advanced features that Power PDF didn't offer. Those features were critical to aligning with the objectives of the GC's Digital Government initiative to streamline its business processes and improve how it delivers services to Canadians. It seeks to achieve these goals, in part, by replacing paper-based processes with electronic practices that are modern, faster and easier to use. In many cases, that requires advanced features that Foxit PDF Editor supplies.



Using Digital Signatures and PDF Portfolios Speeds Up Governmental Processes

Like most organizations, signatures are required within the GC on forms for leaves of absence, invoices, and contracts.

Before e-signatures were available, it often took three to four days waiting for signed approvals as folders filled with paperwork were routed from office to office manually. Now, processing is much faster, often resulting in same-day turnaround.

Results

- **Foxit beat out competitors with an affordable price for the core and advanced feature profiles based on Productivity, Accessibility, Security, Regulatory Standards, and IT/Admin, and compliance features.**
- **The highly responsive Foxit team supports SSC and GC users every step of the way from customized training sessions to resolving problems quickly.**
- **Foxit adapts to the GC's roadmap product requests, proactively reaching out to GC and implementing requests in a timely manner.**

"It's cutting down that back and forth," Pantalone adds. "Now you can send an email and your director just opens it, looks it over, signs off, sends it back and it's done."

This helps the invoicing process as well, since cutting time ensures that invoices are handled within their typical 30-day timeframes before fees for late payment might accrue. That keeps projects within budgetary scope.

Meanwhile, using PDF portfolios enables employees to package contracts together comprised of different source files, enabling them to make best use of existing digital files while using speedier ways to obtain signoff. Delivery tables in Microsoft Excel, forms in Microsoft Word, even images in .JPEG or .PNG can be kept together in their original formats within one PDF wrapper. Signatures can be applied and continue to be valid within the PDF portfolio, which leads to improvements in processing time and reduction in redo work.

What's more, because contracts are often issued right up to the renewal day, it's important to cut down time wherever the GC can. With Foxit PDF Editor, GC employees are able to streamline contract creation and approval processes, keeping projects better on track.

Keeping Sensitive Information Secure

To enhance the GC 's ability to digitally transform how they operate, they required that any PDF editor software they adopted must provide core and advanced security capabilities to ensure documents and agreements are secure.

Not only did Foxit PDF Editor meet all of the GC's core security feature requirements, such as password protection, digital signatures, certificate-based digital signatures, and encryption, it also met all their advanced feature requirements. These included retaining metadata from source content in final PDF output, security restrictions on functions such as printing and modifications by user type, operating in protected mode, full redaction capabilities, private and public digital ID key support, timestamping, and extension of Microsoft Active Directory Rights Management Services (RMS) to PDFs.

All these security measures enable public servants to more quickly review and approve the multitude of government contracts, forms and agreements in PDF format with confidence.

Jason Pantalone, IT Manager, Workplace Technology Devices, Procurement at Shared Services Canada (SSC), gives Foxit high marks for the simplicity of migrating departments to Foxit PDF Editor.

"When migration to new software and a new vendor occurs, major things can go wrong, but the GC didn't experience any of that," he says.

"Usually we hear things like, 'well I'm not switching this product because this feature's not working.' But we've heard none of that. It's been one of the smoothest migration projects I've ever been a part of."

Enabling Work on the Go Keeps Public Servants Productive Outside the Office

Because many more public servants in the GC are working remotely now, Foxit included Foxit PDF Reader Mobile. Built upon the same foundation as Foxit Reader and Foxit PDF Editor, the app brings the power of full-fledged PDF viewing, editing and collaborating to mobile devices and employees working remotely.

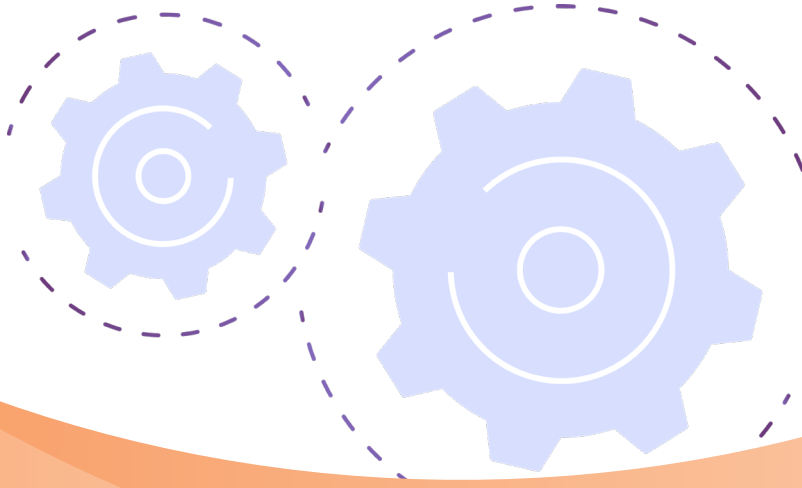
"IT departments are taking advantage of that," Pantalone explains. "Health Canada is deploying it to all their mobile devices, too. It's a gamechanger for anyone working out of the office."

Meeting Accessibility Requirements Ensures Services Are Delivered to More Citizens

With the GC's mandate to identify, prevent and eliminate accessibility barriers, Foxit PDF Editor was chosen for its ability to make documents accessible to vision- and hearing-impaired individuals. That includes tagging to present content reading order to screen-readers. Compatibility with JAWS ("Job Access With Speech"), the screen reader program for Microsoft Windows. Ability to instantly replace document colors to make them viewable to colorblind individuals. And the ability to run a complete accessibility check of files to ensure that documents are compliant. All of these accessibility features help enable the GC to ensure that it delivers services to the millions of Canadian citizens that might not otherwise gain access.

Smooth Migration Keeps the Government Running

Pantalone gives Foxit high marks for the simplicity of migrating departments to Foxit PDF Editor. "When migration to new software and a new vendor occurs, major things can go wrong, but the GC didn't experience any of that," he says. "Usually we hear things like, 'well I'm not switching this product because this feature's not working.' But we've heard none of that. It's been one of the smoothest migration projects I've ever been a part of."



24/7 Training Gives Public Servants the Skills They Need

Between online demos and live presentations, Foxit training is available 24/7 to every GC employee. Foxit offered online demos every two weeks, then followed up with the departments one-on-one. Departments could also request their own training which Foxit was more than happy to provide. The caliber of the training and ease-of-use of the software made a lasting impression. "We can tell the tech guys 'here's the software, deploy it' but it's not until we get buy-in from the users that we know if it's a real success," Pantalone explains. "Foxit PDF Editor got adopted very quickly because the training was well organized. Word got around and encouraged more and more users to take training and use Foxit PDF Editor. That's led to increases in Foxit PDF Editor licenses, for sure."

Success Means More Functionality for the GC—and More Licenses

All told, the increased functionality, ease of use, excellent training and affordability of licensing means Foxit PDF Editor has practically become a desktop standard for the GC. Now in their third year working with Foxit, SSC sees the GC benefitting across the board from electronic signing of contracts, invoice signing, form review, form creation, and more.

"Demand continues to go up," Pantalone notes. "There's more of a need to use PDF editing software than ever before. Because of lower cost and increased demand, we can give full Foxit PDF Editor to more users. We've gone from 50,000 Acrobat licenses to 100,000 Foxit licenses. We've been very happy with the software and the relationship. I deal with a lot of vendors and I can't rave enough about Foxit."

About Foxit Software

Foxit is a leading provider of innovative PDF products and services, helping knowledge workers to increase their productivity and do more with documents. Foxit addresses the needs of three distinct market segments. For End-User Productivity, Foxit delivers easy to use desktop software, mobile apps, and cloud services to make knowledge workers more productive. Foxit's Developer Solutions enable developers to incorporate powerful PDF technology into their applications. For Enterprise Automation, Foxit provides server software for large scale PDF document management and data capture.

Foxit has over 700 million users and has sold to over 485,000 customers located in more than 200 countries. The company has offices all over the world, including locations in the US, Asia, Europe, and Australia. For more information, please visit https://www.foxit.com/.

39355 California Street, Suite 302 Fremont, CA 94538, USA
Sales: 1-866-680-3668 Support: 1-866-693-6948 Or 1-866-MYFOXIT
www.foxit.com | Foxit Support Center: kb.foxitsoftware.com