

Adobe® LiveCycle™ Software

Adobe LiveCycle server and design tools work together as part of the Adobe Intelligent Document Platform to automate and accelerate the flow of business-critical information to and from customers, partners, constituents, and employees.

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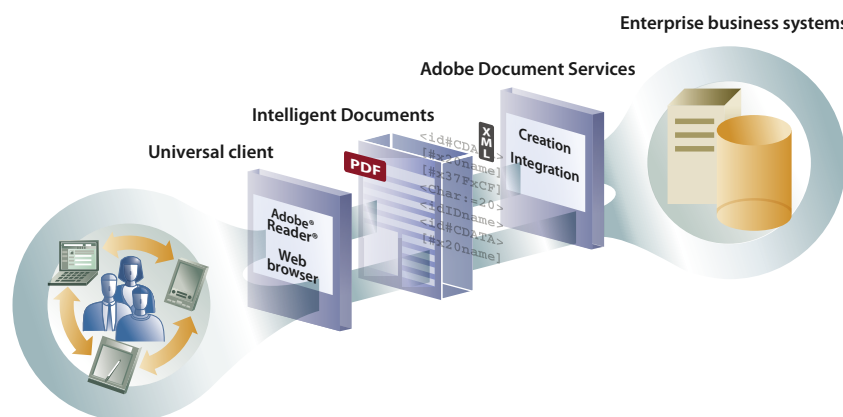
Adobe Intelligent Document Platform

Q: What is the Adobe Intelligent Document Platform?

A: The Adobe Intelligent Document Platform bridges the digital and paper worlds, making documents smarter, more portable, and more secure than ever before. The solutions in the platform are built on a secure and flexible architecture that extends the power and reach of enterprise applications within and beyond the firewall.

The platform employs Adobe Document Services to generate PDF-based Intelligent Documents that people can use with universal clients such as Adobe Reader®.

Adobe Document Services can be delivered by Adobe Acrobat® software on the desktop and through Adobe LiveCycle software, a new generation of server products and design tools built on the Java™ 2 Platform Enterprise Edition (J2EE) architecture.



Click [here](#) for an overview of the Adobe Intelligent Document Platform.

Q: What is an Intelligent Document?

A: An Intelligent Document is a dynamic document that looks like a paper document and is easy to use. It might be a form, report, statement, diagram, or any other business document. It interacts with core applications and makes it easy for people to use automated business processes. Authors can create content-rich documents that look exactly like their paper counterparts, embed business logic directly into documents, and manage digital rights (what people are allowed to do with a document). Intelligent Documents can also capture data from filled forms and move that data to people and applications based on defined business rules.

Q: What is a universal client?

A: A universal client is an interface between people and electronic documents that is available to everyone. Adobe Reader software and Web browsers are examples of universal clients. Adobe Reader is supported on every major operating system, and more than half a billion copies have been distributed worldwide. Adobe PDF, viewable using Adobe Reader, has become a recognized standard for reliable, more secure document exchange.

Q: What are Adobe Document Services?

A: Adobe Document Services are the underlying technologies that create and integrate Intelligent Documents with enterprise applications and business processes. Adobe Document Services unlock the power and extend the reach of native eXtensible Markup Language (XML) and Adobe PDF to integrate documents into an IT environment—without sacrificing document integrity or open standards.

Adobe Document Services include collaboration, process management, document control and security, and document generation.

- **Collaboration** lets multiple people input, access, and exchange information more securely and efficiently using Intelligent Documents.
- **Process management** allows people to automate document-based workflows and accelerate access to business-critical information for faster decision-making.
- **Document control and security** help organizations protect the authenticity of a document's origin, the integrity of its content, and the confidentiality of the communication.
- **Document generation** lets people dynamically generate high-quality Intelligent Documents from core enterprise applications.

Adobe LiveCycle Overview

Q: What is Adobe LiveCycle?

A: Adobe LiveCycle is the family name of a powerful set of server-based software modules that deliver the latest generation of Adobe Document Services. This is done by integrating Intelligent Documents with an enterprise's business processes.

Q: How are Intelligent Documents used?

A: Adobe Document Services build capabilities into Intelligent Documents that enable information control to persist, whether the document travels inside or outside of the enterprise. Recipients can use Intelligent Documents online or offline, and can print, archive, and electronically return an Intelligent Document to an organization at will. Organizations can easily capture information from Intelligent Documents and integrate it with enterprise applications. All parties included in the transaction can collaborate using review and markup tools, and get a document of record that complies with business processes, is portable, is secure, and can be archived.

Q: What are the key benefits of Adobe LiveCycle software?

A: Using Adobe LiveCycle software, enterprise organizations can:

- **Improve service and responsiveness** to customers or constituents by providing online and printed easy-to-use forms and documents that people can complete offline.
- **Improve internal efficiencies** by eliminating manual data entry and automatically transferring data to core systems, and by automating routine, redundant, and expensive tasks such as finding, completing, processing, and routing forms for approval.
- **Make regulatory compliance easier** by capturing data accurately, securing confidential information, and automating document approval processes.
- **Enable secure collaboration** beyond enterprise barriers with document-and system-level security that protects information and ensures document authenticity.
- **Reduce costs** associated with paper and application integration by using Intelligent Documents and forms that reduce the need for custom programming and eliminate paper printing, storage, and distribution.
- **Maximize returns on enterprise infrastructure investments** by integrating document-based business processes with enterprise systems.

Adobe LiveCycle Products

Q: Which Adobe LiveCycle products are currently available?

A: The following Adobe LiveCycle products are available today:

- **Adobe LiveCycle Workflow** is a complete process management solution for streamlining document-centric processes that span human and system touch points. Adobe LiveCycle Workflow simplifies complex processes that include people, documents, systems, business rules, and Web services, and that require data integration with internal and external systems.
- **Adobe LiveCycle Designer** lets form designers quickly create and maintain form templates and make a form intelligent. They can create forms that combine high-fidelity presentation with XML data handling, and preview forms before deploying them as Adobe PDF documents or Web pages (HTML).
- **Adobe LiveCycle Forms** helps extend business processes beyond enterprise boundaries by deploying dynamic electronic forms over the Web more securely and automatically capturing data to core business systems.
- **Adobe LiveCycle Reader Extensions** activates functions hidden within the free, ubiquitous Adobe Reader to save Adobe PDF, allow the completion of intelligent forms offline, activate commenting and reviewing tools in Adobe PDF files, and use digital signatures to sign Adobe PDF forms.
- **Adobe LiveCycle Form Manager** is a central repository where organizations can manage form publication and provide forms through Web-based portals. Adobe LiveCycle Form Manager enables the creation and versioning of forms libraries.
- **Adobe LiveCycle Document Security** delivers digital signature and encryption capabilities in a server environment. It lets an organization bring more paper-based processes online, which reduces costs and increases customer satisfaction—all while ensuring document authenticity, integrity, and confidentiality.
- **Adobe LiveCycle Policy Server** makes it possible to manage and monitor electronic documents by applying persistent confidentiality, privacy, and accountability policies to electronic documents—online or offline, inside or outside the firewall—throughout the document lifecycle.
- **Adobe LiveCycle Barcoded Forms** captures information from a completed Adobe PDF form in a dynamic 2D barcode. After the form is printed, signed, and returned, the barcode can be scanned and all form data automatically routed to the appropriate enterprise application without re-keying.

Q: What are the system requirements for Adobe LiveCycle products?

A: Visit the product section of the Adobe Web site at www.adobe.com/products/server/main.html, and click on the Adobe LiveCycle product you are interested in. On the product page, select System Requirements under the Product Info heading in the navigation bar on the left.

Q: What platforms do Adobe LiveCycle products support?

A: Current products support the following operating systems, application servers, and databases. Refer to the product pages on Adobe.com for the exact platforms that each product supports. Note that platform availability varies between products.

OPERATING SYSTEMS	APPLICATION SERVERS	DATABASES
<ul style="list-style-type: none">· IBM® AIX® 5.1/5.2· Microsoft® Windows Server 2003, Enterprise Edition· Red Hat® Enterprise Linux® AS 2.1/3· SUSE LINUX Enterprise Server· Sun™ Solaris™ 8/9	<ul style="list-style-type: none">· IBM WebSphere· BEA WebLogic· JBoss Application Server	<ul style="list-style-type: none">· IBM DB2 Universal Database· Oracle 9i· MySQL· Microsoft SQL Server 2003

Adobe LiveCycle Benefits for Specific Organizations

Q: I work in a financial services institution. What benefits would I get from using Adobe LiveCycle products?

A: Financial services providers can transform paper-intensive customer processes into interactive workflows that make use of Intelligent Documents and forms to lower costs, improve information security, and increase customer satisfaction. For example, banks need to target the right customers, at the right time, to sell services today and build relationships for the future. By leveraging customer information with intelligent form capabilities, banks can evolve their forms, such as mortgage applications, into personalized, dynamic processes that introduce new services and attract new customers more efficiently.

- **Enrich customer relationships** to differentiate offerings and drive more revenue. Companies can build customer loyalty by improving the customer experience with business processes such as offering self-calculating and validating forms pre-populated with customer information. The ability to output forms and documents in multiple formats (including PDF, fax, e-mail, and Web) helps improve customer service by enabling organizations to deliver documents in the format that customers prefer.
- **Increase process efficiencies** and improve data quality. Companies can eliminate manual data entry and automate many routine, redundant, and expensive tasks—such as finding, completing, processing, and routing forms for approval.
- **Meet compliance requirements and mandates**, and respond quickly to regulatory pressures. Companies can increase the accuracy and reliability of required regulatory submissions with organized, accessible audit trails. Adobe Document Services can help ensure the three key aspects of every document: authenticity of origin, integrity of content, and confidentiality.

Q: I work for an insurance provider. What benefits would I get from Adobe LiveCycle?

A: An insurance company can use Adobe LiveCycle products to streamline communication among carriers, agents, and claimants, and improve the entire claims processing cycle. In the insurance industry, filing a claim may be the only interaction a customer has with the insurer. Rapid, responsive service and consistent follow-up help ensure a loyal clientele.

How do you manage the claimant, agent, adjusters, and vendors that participate in the settlement process and provide up-to-the-minute claim status? Empower your customers and partners with 24/7 access to critical information. Integrate agents, adjusters, and vendors with role-based access, ensuring protection of business-sensitive information. The claim's status is kept up to date, and all claim participants are engaged at the right time to ensure rapid settlement—and another satisfied customer.

- **Accelerate business processes** and move them online. Insurance companies can quickly integrate claim forms with core systems to replace paper where possible—while supporting paper-based processes when necessary.
- **Improve internal efficiencies.** No need to re-enter information manually into back-end systems from paper forms. By connecting forms to workflows, companies can automatically route forms to the necessary people via e-mail.
- **Improve customer service.** With the free Adobe Reader software, customers can download forms, save them locally, and fill them in later—online or offline. Insurance customers get a faster decision on their claim submissions because the streamlined process is easy, reliable, and secure.
- **Enhance security.** Using Adobe PDF, companies can more safely share electronic documents internally and externally because security assigned to a PDF document is persistent within the file itself. And now with the Certified Document Services solution from Adobe and GeoTrust, organizations can deter phishing and forgery, sending PDF documents and forms with added assurance of valid identity and information integrity.

Q: I work for a government agency. What benefits would I get from using Adobe LiveCycle products to improve license-application processes?

A: Using Adobe LiveCycle software, government agencies can improve access to government services by extending secure, automated form processes to citizens, businesses, and other government agencies. Adobe LiveCycle software helps ensure the privacy and authenticity of communications, and increases operational efficiencies by eliminating the need to manually re-key data.

The pressure to reduce the efforts and costs associated with constituent services has resulted in e-government initiatives such as the Government Paperwork Elimination Act in the United States. Government agencies can now replace cumbersome, high-cost, paper-intensive processes with online submission, approval, reporting, and archiving to improve constituent services, decrease response time, and make processing more efficient.

Given the information-intensive nature of government, documents and forms are essential components in driving and supporting all types of processes. Forms are necessary for capturing information from individuals and organizations. Much of this information needs to be seamlessly integrated into core IT systems. Adobe LiveCycle software enables agencies to create or automatically generate one form that can support both online and paper processing. By bringing documents and forms online and automating form-driven processes, governments can effectively and powerfully transform their agencies into leading-edge e-government organizations.

- **Improve operational efficiencies.** No need to re-key information manually from paper forms. Using 2D barcode technology, organizations can automate the extraction of data from fill-and-print forms with 100 percent data accuracy. By connecting forms to workflows, government agencies can automatically route forms to the necessary people via e-mail for review and approval using the free Adobe Reader client software.
- **Protect privacy and authenticity of communications.** Using Adobe PDF, government agencies can more safely share electronic documents internally and externally, because security assigned to a PDF document is persistent within the file itself. Also, the Certified Document Services solution can deter phishing and forgery, sending PDF documents and forms with added assurance of valid identity and information integrity.
- **Improve constituent self-service.** Because forms are easy to design and deploy, government organizations can quickly and cost-effectively deploy forms online in response to constituent demands or legislative mandates. Constituents can use the free Adobe Reader to download forms, save them locally, and fill them in later—online or offline.

Q: I work for a manufacturer. What benefits would I get from Adobe LiveCycle?

A: Manufacturing companies can streamline their design and manufacturing processes and accelerate time to market for their products by simplifying delivery of project documentation required by employees, partners, suppliers, and customers. For example, companies can quickly assemble the elements of product documentation during the design and tooling phase.

- **Streamline design and review.** Using Adobe PDF, manufacturers can exchange documents across various hardware and software platforms, and ensure accurate review and markup with specialized tools.
- **Deliver products to market faster.** Enable all participants in the product lifecycle to collaborate. Engineering teams can manage the complexities of project and product workflows across multiple disciplines and hardware systems, incompatible applications, and geographically dispersed locations.
- **Manage information efficiently** for greater productivity and easier compliance. Companies can create compact, searchable archives to reduce re-working or re-keying data and meet regulatory requirements.
- **Ensure document security and confidentiality.** You can build capabilities into Intelligent Documents that manage the accessibility and security of your information inside or outside the enterprise. A key component of such control is persistence; security does not end when the document is delivered because security rules are embedded in the document.

Q: I work for a pharmaceutical company. What benefits would I get from Adobe LiveCycle?

A: Pharmaceutical companies can improve their ability to comply with data collection methods as required by government regulations, and accelerate the U.S. Federal Drug Administration (FDA) review process for new drugs.

- **Comply with government regulations.** Using intelligent forms, companies can improve data collection and processing, and quickly deliver accurate, supportable, and thorough documentation of research data.
- **Accelerate FDA reviews.** Companies can manage the review and feedback process for new drug application (NDA) reviews conducted by diverse teams in various geographical locations, even if they use incompatible software applications running on different types of hardware.
- **Reduce costs.** Companies can replace costly paper-based NDAs, which can contain millions of pages of research reports and clinical trial data, and streamline the process of collecting reviews and comments.
- **Certify document authenticity with digital signatures.** Reviewers can sign validation certificates, and companies can use server-based certificate validation in automated workflows. Digital signatures enable recipients of documents to authenticate the person who signed the document and make sure that the content was not altered after the signature was applied.

Developer Resources

Q: I'm developing a solution for my company using Adobe LiveCycle Designer and other Adobe LiveCycle products. How do you support developers?

A: Adobe is committed to offering valuable developer support resources for internal IT developers, individual developers, architects, and technical analysts who work with the Adobe Intelligent Document Platform. Adobe provides information, documentation, support, sample forms, sample code and methods for integrating XML data with forms and developing custom Java applications.

Adobe LiveCycle software is built on a server architecture based on J2EE. Adobe LiveCycle software provides Java APIs, uses XML for data interchange, and supports Web services, allowing for easy integration into existing enterprise infrastructures and service-oriented architectures.

Visit www.adobe.com/enterprise/developer for links to new developer tools and online resources. Online forums are a great way to interact with other developers and get answers to common questions. Visit the Adobe forums site at www.adobeforums.com.

Note: Adobe's technical support and developer support consultants can't create custom code for a specific solution. If you require this level of assistance, contact Adobe Professional Services by calling 1-866-766-2256 (North America), or click [here](#) to visit the Adobe Professional Services site.

Q: Where can I get technical information about Adobe LiveCycle products?

A: For additional technical information, refer to the [Adobe LiveCycle Technical FAQ](#).

Support

Q: What level of technical support is available to Adobe LiveCycle customers?

A: Customers with mission-critical applications or large deployments can choose one of Adobe's Enterprise Maintenance and Support programs. Premium Maintenance and Support, the most common Enterprise Support offering, provides cost-effective access to superior technical expertise and skills to help make the most of your investment, enabling you to focus on your core business. This support program entitles organizations to a range of services, including unlimited case reporting, unlimited access to online resources, remote diagnostics, and extended support hours. In addition, Premium Maintenance and Support ensures that your organization will receive all available maintenance releases, version upgrade releases, and product patches during the term of your support agreement. Click [here](#) to download the *Enterprise Support* brochure.

Pricing and Ordering

Q: I'm an existing customer of Adobe Server software. How can I migrate to the new Adobe LiveCycle technology?

A: Adobe has services available to help you migrate to the upgraded technology. You can find information about these options in *Adobe LiveCycle Migration Strategies for IT Professionals* and *Adobe LiveCycle Release Overview and Migration Planning for Business Managers*. Visit the [Adobe LiveCycle Migration site](#) for details, or contact your Adobe account representative.

Q: How can I order Adobe LiveCycle?

A: Contact your Adobe sales representative by calling 1-800-861-9428 (North America), or have someone [contact you](#) immediately. Adobe LiveCycle can also be purchased through [Adobe Solutions Partners](#).

Q: Are free trial versions available?

A: Yes. Follow the links below to free Adobe LiveCycle and related trial downloads:

[Adobe LiveCycle Designer](#)

[Adobe Document Server](#)

[Adobe Acrobat Elements Server](#)

Q: How can I learn more about individual Adobe LiveCycle products?

A: To learn more about individual Adobe LiveCycle products, follow the links below:

[Adobe LiveCycle Forms](#)

[Adobe LiveCycle Reader Extensions](#)

[Adobe LiveCycle Form Manager](#)

[Adobe LiveCycle Document Security](#)

[Adobe LiveCycle Policy Server](#)

[Adobe LiveCycle Barcoded Forms](#)

[Adobe LiveCycle Workflow](#)

To learn more about our recommended desktop products for designing and working with forms, follow the links below:

[Adobe LiveCycle Designer](#)

[Adobe Reader](#)

[Adobe Acrobat Professional](#)

Q: How is the software licensed?

A: Licensing options for enterprises are available per product bundle, per user, and per CPU. Contact your Adobe sales representative for details or have someone [contact you](#).

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