Next-Level PDF Productivity

Learn how 6 companies are solving their biggest document challenges with scalable PDF workflows.

nitro

Introduction

2019 was a big year for us at Nitro—from the largest number of Fortune 500 customers using the platform ever, to our IPO on the Australian Securities Exchange, to the release of brand new features in the Nitro Productivity Suite. We put together some of our customers' most powerful stories of digital transformation so you can replicate their success as you enter the new decade.

Keep reading to find out how to:

- Create more productive, streamlined PDF workflows
- Drastically cut procurement costs for document technology
- Standardize across large or newly merged teams
- Switch to Nitro from Adobe® Acrobat® without risk
- Scale PDF editing and eSigning to equip everyone

ZEBRA

1 Zebra Technologies: Pushing for digital transformation in billion-dollar industries

Zebra Technologies builds asset tracking technology and software products that give companies unprecedented visibility into their businesses. The company's extensive portfolio of solutions provides precise operational data about everything from products and physical assets to people, allowing business leaders to make better, more informed decisions and respond to issues in real time. When Zebra grew rapidly after an acquisition, they wanted the whole team to unite on Nitro for PDF workflows.

THE INDUSTRY:

Information technology & services

The business of tracking and managing assets is especially important in an age where smart use of AI, IoT, and large-scale data management can be competitive differentiators. As a company that connects customers to their assets and data through intelligent digital workflows, Zebra wanted to ensure their own day-to-day operations were just as seamless.

Deploying document tools across a newly acquired team

In 2014, Zebra acquired Motorola Solutions' Enterprise business, quickly growing to over 7,000 employees. The company knew how important change management would be during this transition—they wanted team members to feel supported as they adjusted to new tools and workflows after the acquisition. As more employees moved to Nitro to edit and manage PDFs, they depended on the Nitro onboarding team and training materials to quickly get comfortable with the product.

A PDF change management victory

David Floss, Global Client Support Manager, helped lead the charge to standardize on Nitro for both PDF editing and eSigning. He chose Nitro based on the platform's scalability, intuitive interface, and compelling value.

Quickly and smoothly migrated thousands employees to Nitro	Gave a greater number of people PDF tools at a lower cost	Eased the pain of change with Nitro-provided pilot and training materials

Before consolidating, Floss says around half of their employees were using Nitro while the other half was split between several disparate versions of PDF tools. He began incentivizing other business units to switch to Nitro at no cost, implementing change management strategies that eased the transition and ensured user satisfaction.

Floss found that his employees were less resistant to change thanks to Nitro's intuitive interface. Designed to mirror the Microsoft Office UI, Nitro's familiarity helped first-time users navigate it comfortably and keep pace in their daily workflows.

> **We looked very hard at ways we could standardize on PDF productivity across the organization, and Nitro enabled us to equip users who previously wouldn't have access to these capabilities."**

David Floss,
Global Client Support Manager at
Zebra Technologies

Floss and the rest of the Zebra team was happy to have Nitro's Customer Success and Support helping mitigate initial user pushback. Nitro's customized training microsite, complete with a helpdesk integration and site analytics, helped Zebra understand whether people were transitioning well and if additional resources were needed. Nitro ultimately helped Zebra accelerate user adoption through personalized training, affordable pricing, and scalable document productivity features.

Even if you aren't involved in a merger or acquisition, you can still apply this proactive approach to change management to make other transitions smoother. Whether standardizing PDF tools across an existing team or quickly bringing a new team up to speed, Nitro can help keep productivity high and lost time low as people get used to their new way of working.

Continental

2 Continental: Switching from Adobe® for cost savings and scale

Headquartered in Hanover, Germany, Continental is a leading automotive manufacturer that employs over 200,000 workers globally. The company provides solutions and components for vehicles from motorcycles to industrial pavers, focusing on safety, comfort, and innovation. They came to Nitro after frustrations with their current PDF tools, hoping to standardize and find cost savings company-wide.

THE INDUSTRY:

Automotive

Operational inefficiencies, fluctuations in commodity prices, regulatory changes, and rapid shifts in global supply chain trends can all put automotive profit margins at risk. Manufacturers like Continental are always looking for cost savings and economies of scale, including in the way they source internal tools.

Equipping more employees with affordable PDF tools

In 2010, IT stakeholders at Continental faced several challenges with their deployment of Adobe® Acrobat®. The complicated licensing model was expensive and hard to expand beyond a select group of users, leaving too many employees to find ad hoc document solutions on their own. The company turned to Nitro hoping to standardize PDF workflows on a single, affordable platform and reduce the amount of waste from printing and storing paper contracts.

THE SUCCESS STORY:

Cutting waste with a simple enterprise deployment

Tobias von der Heydt decided that the company needed an alternative PDF solution. He was surprised to learn how many employees were still printing paper daily, a wasteful practice for a company as large as Continental. Going forward, the goal was to provide everyone with modern, digital tools to handle their paperwork.

Simple rollout and deployment for 12,000 employees	Catalyst to a global paperless initiative	Significant reduction in cost after consolidation

It was important to von der Heydt that the solution they chose would be affordable and uncomplicated for both IT and end users. The easier the deployment and adoption of Nitro, the more they could reduce printing and increase productivity from day one.

> **We try to find ways to work smarter with documents. Nitro allows users to create, combine, edit, and also sign documents in a simple way."**

Tobias von der Heydt,
IT Contract & License Manager at Continental

After an initial test deployment, Continental quickly found that employees were more productive on Nitro. They steadily doubled their Nitro license count each year until ultimately equipping over 12,000 global employees with document productivity tools by 2015.

Von der Heydt and the team at Continental were able to usher in digital transformation faster without the headaches of managing dozens of disparate toolsets for something as common as working with PDFs. Nitro's simple enterprise rollout included a single enterprise key, making it easy for Continental to deploy additional copies of the program as they grow.

Thinking of switching from Adobe® Acrobat®? You can follow Continental's playbook by taking advantage of our simple, straightforward pricing and expert onboarding support to make the transition with ease.

3 Howden: Eliminating a risky set of disparate tools

A world-class engineering company based in Glasgow, UK, Howden provides high-quality air and gas handling products and services to a wide range of industries—from power and mining to oil, gas, and petrochemical. When the company did an audit and discovered too many disparate versions of PDF editing software, they looked to Nitro to tame the chaos and increase data security.

THE INDUSTRY:

Mechanical and industrial engineering

While consumer-focused manufacturers may face higher public scrutiny than in the past, industrial suppliers often operate the same way they have for decades. While consistency is good, stagnancy is not—Howden wanted to be proactive in their technology strategy by finding the best tool for their daily PDF workflows and consolidating their purchases to a single platform.

Smarter technology procurement and world-class security

Howden didn't want to let technical complexity and outdated systems put their company and data at risk. The IT team wanted to scale by combining global workflows for PDF editing and eSigning across a handful of global departments. They set out to eliminate old versions of the PDF software in use at the time, then onboard everyone to Nitro.

THE SUCCESS STORY:

A secure standardization journey

In 2016, Howden's IT team needed a partner that could provide scalable PDF solutions for the company of over 6,000 employees in 27 countries. After reviewing a few market-leading vendors for functionality, usability, and cost, Howden chose Nitro as the solution best suited to solving its document and workflow challenges.

Streamlined document work-flows for everyone	Enhanced levels of security	A single tool for PDFs and eSigning

Before standardizing on Nitro, Howden was dealing with incompatibility and security challenges around its PDF software. Aiden Curran, IT Service Delivery Manager, uncovered 27 different PDF products and versions throughout the company—many of them were outdated and did not offer adequate support.

Curran worked with the Nitro team to ensure users got the PDF editing capabilities they needed from a single, secure platform. He was able to eliminate other disparate tools that were eating into the IT budget while actually expanding his team's capabilities. Employees were able to manage their PDF documents and get unlimited eSigning for less than before.

" Nitro products are feature-rich and extremely user-friendly, and we saw a significant impact on user productivity."

Aiden Curran,
IT Service Delivery Manager at Howden

Howden's IT team relied on Nitro's training sessions and resources to educate users and accelerate adoption across the organization. Curran was pleased to see that the product was intuitive and easy to get used to and that standardization has led to better workflows overall. He now enjoys a lower risk of non-compliance, more cost savings, and increased productivity across the organization. Industrial manufacturers can make sure their internal operations are as forward-thinking as the technologies they're selling to customers by taking advantage of opportunities to streamline tasks like managing and sharing documents. The more time saved, the more employees can focus on the engineering and production work at hand.

JLL

4 JLL Australia: Eliminating paper documents globally

Jones Lang LaSalle (JLL) is a Fortune 500 financial and professional services firm specializing in real estate and investment management. JLL Australia helps customers manage and invest in space, deploy valuable technology, and roll out innovative projects at their properties. The company enlisted Nitro to help them in the quest to go fully digital.

THE INDUSTRY:

Real estate

Having mostly recovered from the 2008 economic downturn, commercial real estate has a promising mid-term outlook thanks to low interest rates, strong consumer spending, and favorable property fundamentals. This environment allows leaders in real estate and property management spend less time filling vacancies and more time on forward-thinking projects like digital transformation. JLL planned to go paperless, streamlining digital workflows to save money and ensure compliance with future industry regulations.

Global digital transformation

In 2015, JLL began implementing its five-year plan for digital transformation. At this point many of their document processes, like invoicing and AP workflows, were still paper-based and manual. For the global commercial real estate firm, their plan included greatly reducing the number of paper contracts to eventually eliminate them altogether.

THE SUCCESS STORY:

Five years to 100% digital workflows

With digital transformation topping JLL Australia's IT agenda, CIO Andrew Clowes set a strategic target to eradicate non-digital processes by 2020. To equip their employees with the best digital tools, Clowes chose Nitro for its innovative roadmap, strong customer success offering, and proven ability to drive user productivity.

Reduction in paper contracts and storage	Faster contract completion	Move toward completely digital in 2020

Only a fraction of employees had access to PDF editing tools, creating workflow bottlenecks and limiting the adoption of digital processes. After a successful pilot, Clowes and his team rolled out Nitro to more than 2,000 users across Australia, a step that moves the organization closer to achieving their goal of eliminating non-digital processes by 2020.

" We needed to give everyone access to the necessary tools so that they can continue to embrace our digital strategy. Nitro is enabling us to move quickly in this space."

Andrew Clowes,
CIO Australia and New Zealand at JLL Australia

Clowes was thrilled to find that managing Nitro and its deployment was easier than expected. He felt that negotiations were simple, licensing was transparent, and the process felt like a partnership. The team at JLL achieved broad adoption and got positive user feedback by leveraging Nitro's Customer Success team, which was there every step of the way to ensure a smooth transition.

You can make large-scale moves toward digital transformation like JLL did, leveraging Nitro's support team to educate new users and facilitate faster, paper-free workflows.

5 Going digital in an age-old industry

Since 1863, Swiss Re has been a leader in wholesale reinsurance, insurance, and other insurance-based forms of risk transfer, serving a broad client base to enable the innovation and risk-taking upon which growth and progress depends. The firm began a large-scale initiative to reduce paper waste and adopt digital workflows that was largely driven by Nitro.

THE INDUSTRY:

Insurance

As part of a paper-intensive industry that dates back centuries, Swiss Re was ready to modernize. The company was hoping for big cost savings by cutting paper waste and empowering employees to work on documents more productively. Since they planned to eventually make every contract digital, unlimited eSigning on Nitro was a key feature.
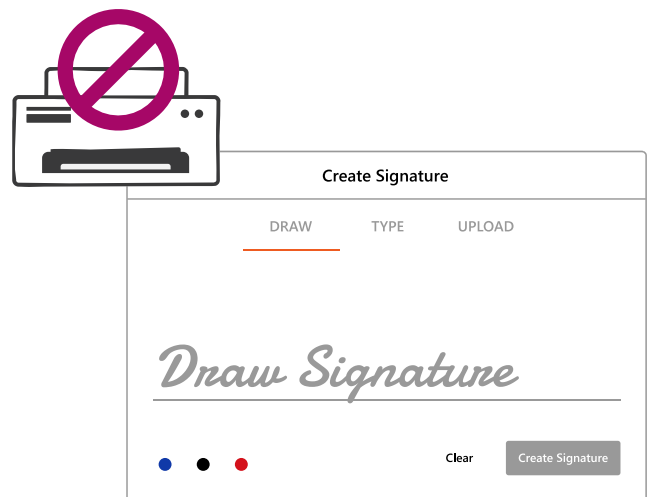
THE USE CASE:

Scale and waste reduction

In 2010, Swiss Re undertook a huge initiative to overhaul their document processes, specifically migrating all insurance contracts to an electronic format. They realized that to truly go digital, they would need to expand employee access to tools that would allow them to stop using paper. Swiss Re chose Nitro as their PDF editing and eSigning solution company-wide.

THE SUCCESS STORY:

Swiss Re increases efficiency for 9,000 employees

Heinz Urech, VP Information Technology, enlisted Nitro to provide a PDF and eSigning tool that would reshape the way employees worked every day. He wanted to see not only reduced waste but greater collaboration among teams.

Standardized digital contract workflows	Reduced paper waste	Greater employee collaboration

Before Nitro, very few Swiss Re employees had any kind of PDF solution that let them manage digital contracts. The portion that did was using a solution that wasn't scalable—it would have cost too much to give access to everyone that needed it.

" After seeing increased productivity, reduced paper waste company-wide, and a significant increase in user collaboration, Nitro Pro is now Swiss Re's first-choice PDF product."

Heinz Urech,
VP Information Technology

In addition to the normal challenges of large-scale deployment, Swiss Re had unique protocols that required the creation of an install package by their configuration team. Nitro was able to work closely with the Swiss Re IT team to tailor implementation and deployment to meet these unique requirements without exceeding expected costs, resulting in an unprecedented scale of paper-free document workflows for the company. In the end, Swiss Re was able to equip 9,000 users with Nitro to manage its digital contracts.

T···**Mobile**·®

6 T-Mobile Austria: Overcoming regional and technical requirements at scale

As the country's second-largest mobile-phone service provider, T-Mobile Austria delivers outstanding wireless experiences to more than four million customers. The organization's T-Mobile and tele.ring brands address the communication needs of a wide range of customers—from individual smartphone users to 39 of Austria's top 100 companies. When the company decided to migrate from Adobe®, they turned to Nitro to help make a seamless transition.

THE INDUSTRY:

Telecommunications

As a player in an industry that prides itself on offering the latest and best technology to consumers, T-Mobile wanted to do the same for their employees. They wanted to standardize on the single best solution for PDF workflows across various languages and regional requirements, lowering costs and equipping everyone with better tools for productivity.

A smooth switch from Adobe® Acrobat®

In 2015, driven by the goal to provide a better experience for its 1,300 Austrian employees, T-Mobile Austria was on the hunt for an alternative to Adobe® Acrobat® to manage PDFs. Like many large companies, T-Mobile wasn't standardized on a single version of Adobe®. They wanted to eliminate any old or disparate solutions to simplify IT procurement and find cost savings, enlisting Nitro as their new platform for document productivity.

THE SUCCESS STORY:

T-Mobile Austria improves productivity with Nitro

Contract and License Manager Franz Glashüttner was looking for a solution that would improve document workflows for everyone while providing simple pricing and straightforward licensing options for IT procurement. He found this in Nitro, and ultimately chose the platform for its modern technology, familiar interface, and proactive customer success support.

| **1,000 employees equipped** | **Achieved compliance with unique technical needs** | **Improved productivity and user experience** |

Hoping to improve productivity company-wide, the Austria team was attracted to Nitro's familiar user experience and hands-on support team. Glashüttner wanted new users to be able to ramp up quickly, and found that Nitro's MS Office-like UI helped reduce the learning curve.

" **Nitro is a very dynamic team with a high customer orientation, making it easy for us to work with them before, during, and after the implementation process."**

Franz Glashüttner,
Contract and License Manager at T-Mobile Austria

As rollout commenced, the T-Mobile team felt confident in Nitro's one-on-one support. Rather than inundating them with a complex chain of command, Nitro provided a single point of contact for simple deployment and quick issue resolution. The Nitro team also helped the company fulfill its unique technical needs, making compliance a top priority before and during implementation.

According to Glashüttner, Nitro's help with product configuration made it much easier to deploy. Although change management can be difficult, T-Mobile Austria was able to find quick solutions to challenges and increase productivity almost immediately.

Conclusion

It's clear today that digitization at scale is attainable. But it can be also be affordable, easy to implement, and even propel your company to greater levels of innovation and agility. To get there, companies need to find the right technology partner.

Nitro helps companies across the globe increase document productivity, find cost savings by standardizing on a single platform for PDF and unlimited eSigning, and go 100% paperless. We provide a flexible solution with one-of-a-kind productivity insights, supporting our customers with a seamless implementation process and a support team that makes change management painless. With Nitro, you can remove workflow bottlenecks and focus on creating memorable products and experiences.

nitro