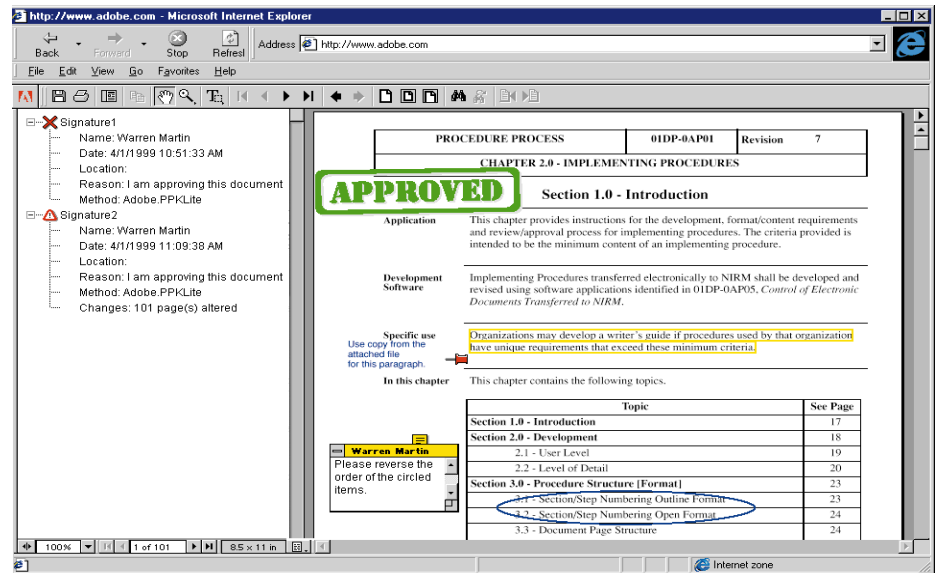


# ADOBE CUSTOMER SPOTLIGHT

## Palo Verde

*Largest Power-Producing Facility in Western Hemisphere Turns to Adobe Acrobat, Acrobat Capture, and PDF to Streamline Document Management*

Adobe® Acrobat®  
Adobe Acrobat Capture®



To streamline the review and approval process for work documents, procedures, forms, and other controlled items, Palo Verde will be taking advantage of the new annotation capabilities of Acrobat 4.0 for Windows. Highlighting or underlining problem areas, and the ability to compare versions and comments from multiple reviews, for example, will save considerable time and increase efficiencies in the document creation and approval process at the plant.

### Key Benefits

- PDF maintains the exact look of the original documents, enabling the plant to meet a U.S. government requirement.
- The new annotation capabilities of Acrobat 4.0 will save considerable time in creating and reviewing work orders and other documents.
- Storing documents as searchable, compact PDF files makes information easier to locate and less expensive to archive, resulting in significant savings and contributing to improved efficiency and safety.
- By converting legacy documents to PDF files, Acrobat Capture provides employees with easy, widespread access to forms and older documents via the corporate intranet.
- PDF enables immediate online access to only the most up-to-date work documents, engineering information, procedures, and regulations.

Government and industry-initiated laws make the nuclear power industry one of the most highly regulated in the world. Thousands of regulations and procedures must be followed to a "T" to ensure public health and safety. Creating, updating, and maintaining these procedures and providing employees with instant access to them is a monumental task. That's why when Palo Verde, the largest power-producing facility in the western hemisphere, sought a way to streamline its document management processes, it turned to Adobe Acrobat, Acrobat Capture, and Adobe Portable Document Format (PDF).

Palo Verde has 2,000 employees, 1,800 procedures, and creates more than 25,000 new work documents each year that provide detailed descriptions of maintenance tasks at the plant. "Acrobat, Acrobat Capture, and PDF have become indispensable to our ability to more efficiently create, maintain, distribute, and store

our procedural documents," says Warren Martin, technical consultant for Palo Verde. "And now, new features in Acrobat 4.0 will allow us to further expand our use of the software."

For instance, Martin's group is looking at using the enhanced forms features in Acrobat 4.0 to fill out and exchange forms online. The facility will also take advantage of the interactive review and mark-up features in Acrobat 4.0 to simplify the creation and review of work orders and other documents. "These capabilities will make the document management process even more efficient, save our employees considerable time, and contribute to improved safety," says Martin.

### Streamlining Document Creation

As part of an overall effort to improve its business processes, Palo Verde and Scientech/NUS are developing a Site Work Management System (SWMS), a Windows based database-driven system designed to automate the creation of work documents and management



of work control processes. SWMS will be used to make changes to existing documents, procedures, or engineering output documents and drawings, the bulk of which are created using Adobe FrameMaker® or Microsoft® Word.

The process of creating even the simplest of work orders can require input by five or more people at Palo Verde. Complicated tasks may involve input from more than 100 employees. "To streamline the review cycle for work documents, procedures, forms, and other controlled items, we will be taking advantage of the new review and mark-up capabilities of Acrobat 4.0, as well as the ability to sort and print each employee's comments," says Martin. "The ability to highlight or underline problem areas, mark up documents online so that we can compare and track versions and changes, and print a report of everyone's comments for more organized review is an incredible breakthrough for us. It will save us considerable time in finalizing work documents, procedures, and other controlled documents."

#### Automating the Forms Process

In addition to procedures and work orders, virtually every aspect of operating the plant requires use of a form. As a result, employees spend considerable time locating the latest version of a paper form, or printing the form out and filling it in. To more efficiently create, manage, and route the hundreds of forms its employees use every day, Palo Verde is testing the new forms capabilities in Acrobat 4.0.

With Acrobat 4.0, paper forms may be scanned easily and converted to PDF for electronic delivery on the intranet. Acrobat 4.0 also enables users to fill out PDF forms online, a capability that will save paper and substantial time. Once a form is in PDF, it can be quickly and easily routed for approvals to any computer at the plant.

**Easy Document Access via the Intranet**  
In addition to the 25,000-plus new work orders written each year, Palo Verde has millions of pages of legacy documents—many dating back to the 1970s—that provide explicit instructions on rules and regulations governing the operation of a nuclear power plant. Every piece of information is critical to how the plant operates, so each document must be easily accessible.

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*"Our vision is to get everything we possibly can into PDF so that it can be retrieved at the desktop. PDF gives us the quality and document fidelity we need to meet government regulations, as well as powerful tools for document creation and review. It's absolutely the ideal format for exchanging documents."*

—Warren Martin,  
Technical Consultant,  
Palo Verde

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To enable faster and easier location of documents and ensure that employees are using only the most up-to-date versions, Palo Verde began using Acrobat Capture in 1996 to convert legacy documents to electronic PDF files, providing employees with widespread access via the corporate intranet. PDF provides a single, application- and platform-independent format for exchanging documents among various computer platforms. PDF also maintains the exact look of the original procedures, everything from fonts and punctuation to number of pages, which is mandated by the regulatory requirements.

New documents are created in FrameMaker or Microsoft Word, and then converted to a PDF document, which is treated as the "quality record" for the review and approval process.

The original native application file is only used as the basis for future change processes.

Palo Verde now accesses more than 10,000 PDF files via a SAROS document management system and over its intranet, providing immediate online access to only the most up-to-date procedures, engineering information, policies, programs, and regulations. Storing documents electronically as searchable, compact PDF files greatly simplifies document management and makes documents easier to find and inexpensive to archive.

Incorporating Adobe Acrobat, Acrobat Capture, and PDF into the workflow has not only simplified use of its SAROS document management system, it has contributed to increased productivity and improved safety at the plant. Now work documents and procedures can be located faster, and employees can quickly verify that they are using the latest version. "Our vision is to get everything we possibly can into PDF so that it can be retrieved at the desktop," says Martin. "PDF gives us the quality and document fidelity we need to meet government regulations, as well as powerful tools for document creation and review. It's absolutely the ideal format for exchanging documents."

#### Palo Verde Systems At-A-Glance

##### Software

Adobe Acrobat  
Adobe Acrobat Capture  
Adobe FrameMaker  
Microsoft Word  
SAROS Document Management System  
Oracle Database

##### Hardware

Microsoft Windows NT™ based LAN/WAN  
Windows® 95/98/Windows NT workstations  
Sun SPARCstation 5 workstations  
PCs built on AMD K6 processors  
IBM mainframe  
Scanners including Kodak Technology 72PPM  
HP LaserJet IIIsi and HP LaserJet 4M printers with  
Adobe PostScript®