

Oracle Documaker Enterprise Edition

One of the most important aspects of your business is communicating with your customers. Yet, often your only contact with customers is through the documents you send them. Shouldn't you leverage every opportunity to deliver the best customer experience? Consider the impact on your company if every touchpoint not only conveyed your message clearly, but also enabled you to strengthen customer loyalty, cross-sell relevant offerings, and understand your customers better. You can maximize every interaction and offer a complete digital experience with Oracle Documaker, the market leader in enterprise document automation (EDA).

Create and Deliver Powerful, Persuasive, and Effective Omnichannel Customer Communications with Minimal Dependence on IT.

Oracle Documaker Enterprise Edition:
The Next Generation EDA Solution

KEY FEATURES

- Ability to reuse existing content and follow business rules in design, production, and omnichannel delivery
- Adaptability to any publishing process: structured, on-demand, and interactive
- Ability to personalize customer documents across channels
- Integration with legacy systems
- Content design and authoring in a collaborative environment
- Built-in approval workflows, version control, and data validation
- Multilingual support
- Resource management, deployment, and reporting
- Support for a wide variety of formats, platforms, databases, integration methods, and print streams

Customer Communications That Transform Your Business

Oracle Documaker Enterprise Edition enables organizations to dynamically create, manage, publish, and deliver enterprise content from one place. The engagement platform is a streamlined system that supports all lines of business for maximum efficiency, greater business agility, and reduced costs.

Oracle's next generation EDA solution manages all documents throughout the customer lifecycle, from structured transactional documents delivered in high-volume batch outputs to personalized correspondence delivered on demand.



Figure 1. Oracle Documaker Enterprise Edition publishes structured, on-demand, and interactive documents, delivered to your customers in the most optimal presentation.

Highlights of Oracle Documaker Enterprise Edition

KEY BENEFITS

- Improve customer experience with clear and personalized content
- Maximize customer engagement by enabling transactional capabilities
- Gain a deeper understanding of your customers and better serve them through building customer profiles
- Enable greater flexibility and agility in the marketplace
- Eliminate delays and reduce costs associated with overreliance on IT staff by making content changes quickly and easily
- Immediately reduce costs of maintaining multiple vendor and homegrown document automation systems
- Reduce volume of customer inquiries to call centers and cut related staff and telecommunication costs
- Reduce errors by eliminating manual content changes
- Reduce risk and promote transparency
- Ease the burden of regulatory compliance
- Embed environmental sustainability in the workplace with paperless procedures

- The Oracle Documaker Document Factory, a virtual powerhouse with multiple assembly lines running concurrently, radically boosts efficiency and productivity. Publish across all channels including print, e-mail, web, text messaging, and more in the Document Factory.
- The Administration Dashboard gives the entire enterprise one place for ultimate visibility and control of all customer communications (Figure 2). Centralized management of document production helps organizations quickly adapt to evolving business needs, new market demands, and rigorous regulatory requirements.

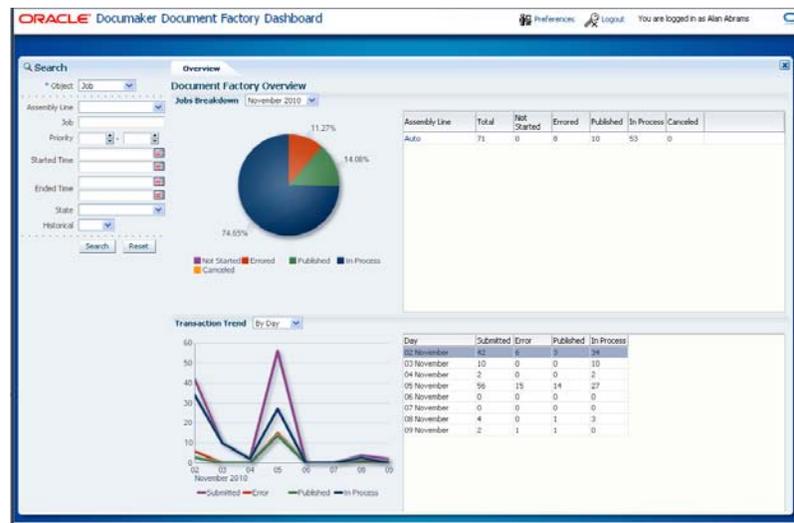


Figure 2. Manage document production across your enterprise through the administrative console, roles-based dashboards, robust analytics, and reporting capabilities within the Documaker Document Factory.

- Documaker Interactive's web-based capabilities make it possible for any on-line user to quickly and interactively create customer communications. Web-based capabilities such as preconfigured workflow with roles-based approvals and prebuilt industry content help ensure compliance and consistent branding.
- Mobile capabilities through [Oracle Documaker Mobile](#), an add-on, enable you to deliver dynamic, responsive content to mobile devices. Your customers can use the device of their choice to view documents.
- Built-in multilanguage capabilities with localization features break down a major barrier to streamlining document automation. With Oracle Documaker, global companies can create, produce, and deliver compliant communications from a central source.
- Simple integration options give Oracle Documaker customers access to additional Oracle technologies, including the Oracle Application Development Framework, Oracle BPEL Process Manager for workflow, Oracle WebCenter Content for enterprise content management, and Oracle Fusion Middleware. These powerful tools deliver improved performance and even greater control over document automation processes.

Flexibility and Agility to Adapt to Your Needs

When launching new or upgraded products, you need an advanced document automation solution to rapidly roll out documents, forms, legal language, and other

communications required by regulatory agencies. Oracle Documaker Enterprise Edition makes this all possible with minimal reliance on your IT staff.

Oracle Documaker Enterprise Edition is based on open standards and integrates easily into today's service-oriented architecture environments. It supports any type of core system across the enterprise, including billing systems, CRM, and enterprise content management solutions such as Oracle WebCenter Content. You can even integrate Oracle Documaker with your self-service web portal so customers can access up-to-date information about their accounts.

Empower Your Organization with User-Friendly Tools

Business users can author content easily in a familiar environment by using the Microsoft Word Add-In. The intuitive, easy-to-use Documaker Studio design tool allows users to create content and make changes without having to rely on IT staffers. Marketing, customer service representatives, and line-of-business managers can all produce dynamic, transactional documents with Oracle Documaker.

Integration with Legacy Systems for Pain-Free Implementation

When migrating from legacy document systems, Oracle offers proven tools and migration methods, along with experienced technical experts to help maintain the embedded intelligence of your data. Because Oracle Documaker is able to integrate with core legacy systems, there is no need to rip and replace legacy systems.

Maximum Efficiency and Major Cost Savings Open New Opportunities

By re-engineering your paper-intensive processes into electronic work flows, you can dramatically shorten the time it takes to support a new product or generate revenue. And by reducing the time, labor costs, and risk of errors associated with manual processing, you inevitably open your business to new opportunities. Oracle Documaker Enterprise Edition makes it possible to automate lines of business that were previously considered too small, too specialized, or too expensive to support.

Empower your customers, your organization, and your business with streamlined document automation. Transform your customer communications for the digital age.

CONTACT US

For more information about Oracle Documaker Enterprise Edition, visit oracle.com/goto/documaker. To speak to an Oracle representative, e-mail documaker_ww_grp@oracle.com or call +1.800.735.6620.



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