



Cross Match Technologies, Inc.  
Palm Beach, FL  
www.crossmatch.com

**Industry:**

High Technology

**Annual Revenue:**

US\$77 million

**Employees:**

More than 300

**Oracle Products & Services:**

Oracle Tutor for Applications  
Oracle Internal Controls Manager

**Oracle Partner:**

Appssurance  
www.appssurance.com

**“With Oracle Tutor, we streamlined implementation of our Oracle E-Business Suite applications and accelerated user acceptance. The easy-to-use documentation that we produced provides a clear roadmap of business processes and helps us to facilitate compliance with regulatory requirements as well as internal business initiatives.”**

– Michele Brant, Vice President,  
Cross Match Technologies, Inc.

**Cross Match Technologies, Inc. Uses Effective Documentation to Improve Business Processes**

Cross Match Technologies, Inc. is a leading global supplier of high-quality, interoperable, biometric identity technologies. The company provides a wide range of products that establish and verify an individual’s identity by capturing, processing and measuring unique physiological characteristics.

**Challenges**

- Ensure user acceptance of new enterprise resource planning (ERP) applications through turn-key documentation
- Improve documentation of business processes to facilitate compliance with regulatory requirements, such as Sarbanes-Oxley
- Enhance operational efficiency and productivity by optimizing use of new business applications

**Solution**

- Used Oracle Tutor for Applications to develop effective process documentation, training, and reference materials to support implementation and optimize use of the company’s Oracle E-Business Suite applications
- Worked with Oracle Partner Appssurance to create 126 process documents and 287 navigational documents in four months, facilitating user acceptance of the company’s ERP applications
- Leveraged Oracle Tutor’s prewritten content and templates for rapid documentation of business processes, duty controls, and configuration recommendations
- Streamlined compliance with documentation that integrates with Oracle Internal Controls Manager, the company’s financial compliance management tool
- Created documentation that is easy for end users to read and utilize