



United States Air Force Medical Service (AFMS)  
Washington, DC  
[www.sg.af.mil](http://www.sg.af.mil)

#### Industry:

Healthcare

#### Annual Budget:

US\$6.9 billion

#### Employees:

60,000

#### Oracle Products & Services:

Oracle Fusion Middleware  
Oracle Universal Content Management  
Oracle Dynamic Converter

#### Oracle Partner:



Evolver Technologies, Inc.  
[www.evolver.com](http://www.evolver.com)

**“We needed industrial-strength enterprise content management functionality that could easily scale across our global organization. The Oracle system allowed us to bring all of our Web sites onto one platform, where we now manage over 400 sites through a common interface and content repository, known as the AFMS Knowledge Exchange.”**

– Lt Col J.D. Whitlock, Chief, Knowledge Management, United States Air Force Medical Service (AFMS)

## United States Air Force Medical Service Deploys Solution to Consolidate Content from Multiple Web Sites

The United States Air Force Medical Service (AFMS) works in close coordination with the Assistant Secretary of Defense for Health Affairs, the major air command surgeons, the Departments of the Army, Navy, and other government agencies to deliver medical services for over 2.6 million eligible beneficiaries. Beneficiaries include active duty, family members, and retirees, during both peacetime and wartime.

### Challenges

- Consolidate AFMS’ multiple Web sites onto one common architecture
- Reduce costs associated with the service’s multiple Web sites, as well as dependence on Webmasters
- Update Web site content and allow employees to easily search it

### Solution

- Worked with Evolver Technologies, Inc. to deploy Oracle Universal Content Management, bringing all Web sites onto one platform
- Allowed the organization to manage over 400 sites through a common interface and content repository known as the AFMS Knowledge Exchange
- Implemented Oracle Dynamic Converter to automatically transform native content into Web-viewable formats for publication to Web pages, eliminating bottlenecks previously created by dependence on Webmasters
- Enabled users to subscribe to the content they want to monitor, automatically sending e-mail notifications when sites or content to which they have subscribed have changed
- Used expiration feature within the Oracle system to manage archiving processes, ensuring all content in the AFMS Knowledge Exchange is timely and relevant
- Reduced the number of Webmasters AFMS once needed to manage its large number of Web sites
- Applied the dollars formerly spent on Webmaster labor toward the Oracle system, which provided AFMS with robust and scalable features for supporting a variety of knowledge management capabilities
- Provided employees with an easy-to-use solution