

# ORACLE DOCUMAKER CUSTOMER COMMUNICATIONS FOR UTILITIES

## KEY FEATURES AND BENEFITS

ORACLE DOCUMAKER  
IMPROVES YOUR CUSTOMER  
COMMUNICATIONS

### FEATURES

- Multi-channel output
- 14 output types including AFP, PS, PDF, XML, RTF and HTML
- Supports interactive, on-demand and structured document creation
- Dynamic, personalized transpromo messaging
- Well-suited for Oracle Utilities Customer Care and Billing and Oracle Utilities Billing

### BENEFITS

- Improved document branding
- Deliver documents to customers in their requested format and delivery channel
- Improved response rates with one-to-one marketing
- Increase operational efficiencies

*Oracle Documaker compliments Oracle Utilities Customer Care and Billing and Oracle Utilities Billing by optimizing the bill creation and distribution process. Improving the way you bill your customers can directly improve your bottom line. Increase revenues by providing relevant targeted marketing messages on statements and by decreasing time to payment. Reduce costs by streamlining your document creation process, providing electronic delivery, and providing document that require fewer calls to customer service representatives for clarification.*

### Increased Pressure on Utilities

Around the world, utilities are under pressure. Citizens demand energy and water that don't undermine environmental quality. Financial stakeholders look for operational efficiency at a time when aging workforces and infrastructures need replacement. Regulators seek action on Smart Grid and Smart Metering initiatives that add intelligence to infrastructure. Customers seek choice and convenience—but without additional costs. Oracle Utilities has the answers.

### A Powerful, Market Leading Publishing Platform

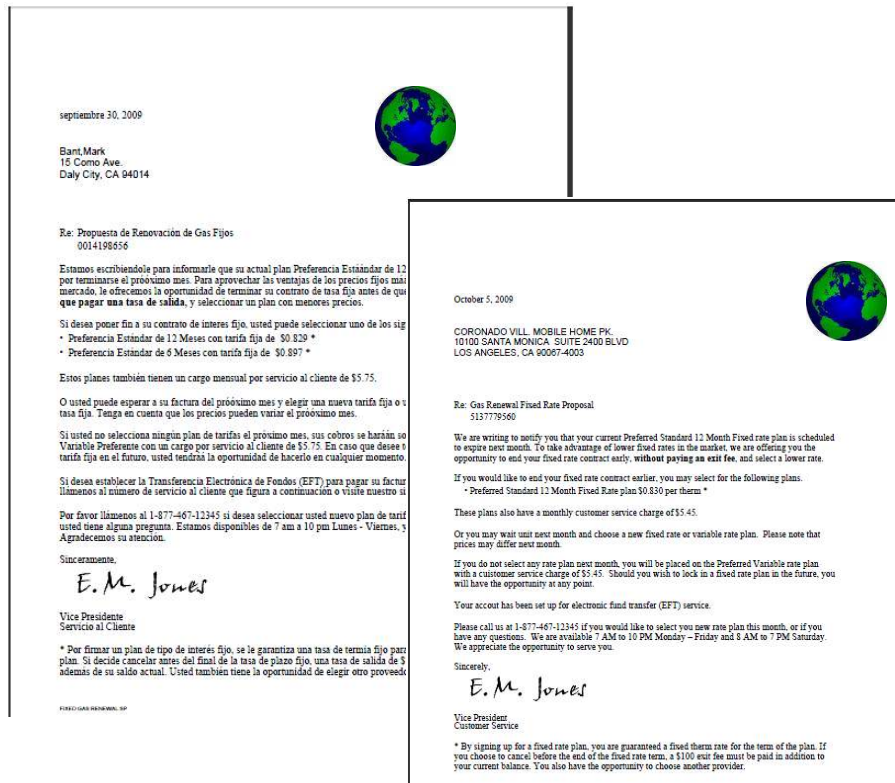
Oracle Documaker is a powerful, dynamic publishing platform used by utilities companies worldwide to acquire, create, manage, and present structured (batch), on-demand, and interactive customer communications. It is designed to put power in the hands of business users, giving them the flexibility to create interactive, dynamic bills, invoices, letters, statements, quotes, field orders and payment receipts.

The industry-leading platform offers cost-effective design, production, and multi-channel distribution of a broad array of customer facing documents such as correspondence and bills. With robust functionality and cutting-edge technical capabilities, it maximizes efficiencies, ensures compliance, enables one-to-one marketing and enhances customer service.

As with all Oracle products, Oracle Documaker is based on open standards and integrates easily into today's service-oriented architecture environments. Oracle Documaker enables the agility and flexibility that utilities providers need to roll out new bills and marketing messages quickly and remain competitive.

## Delivering Easy-to-Use Functionality

Oracle Documaker's intuitive, easy-to-use design tool empowers business users in marketing, customer service and other departments to create powerful, persuasive communications, minimizing their dependence on overwhelmed IT staff and reducing costs related to communication development. Oracle Documaker dramatically reduces the time required to develop and provide enhanced bills and correspondence.



Oracle Documaker provides:

- Business rules-driven exception processing, consolidation and one-to-one messaging.
- Interactive, dynamic publishing for real-time, on-demand documents such as statements, billing reminders, service sign-up confirmations and correspondence
- Integration with Oracle Utilities Customer Care and Billing to ensure improved communications and bill presentation can quickly be enabled
- Support for the widest variety of formats, platforms, databases, integration methods, and print streams
- Industry-leading support for high-volume output and enterprise-wide document output management

**RELATED PRODUCTS**

Oracle Documaker is a powerful, dynamic, and flexible publishing platform used to acquire, create, manage, and present batch, real-time, and interactive customer communications on demand.

**RELATED PRODUCTS**

- Oracle Utilities Customer Care and Billing
- Forms Integrity Manager for Oracle
- Siebel CRM
- Oracle Utilities Billing
- Oracle Utilities Meter Data Management
- Oracle Utilities Quotation Management
- Oracle Utilities Forecast Management
- Oracle Utilities Rate Management
- Oracle Utilities Portfolio Management
- Oracle Utilities Transaction Management

- Advanced charting and graphics wizard, enabling you to provide enhanced, customer-friendly and visually pleasing communications
- 2-D Data Matrix bar code support to improve payment processing
- Four State barcode to support USPS requirements
- Enhanced reporting, including library and deployment validation reports, trigger rule usage reports, and variable field analysis reports
- Integration with Oracle Universal Content Management for archiving document content, providing CSRs with immediate access to bills online and on-demand presentation to customers via your customer portal
- Multi-lingual support allowing you to support your diverse customer base

**Increasing Operational Efficiencies and Reducing Costs**

Oracle Documaker also helps you:

- Eliminate printing and mailing costs with online viewing
- Eliminate the costs of preprinted forms
- Shorten future document preparation by reusing electronically captured and stored data
- Reduce delays and processing time by automating routing and workflow
- Speed service and make agent life easier
- Produce personalized communications, which improve the customer experience
- Create forms to include static content and variable fields while controlling font selection and object placement

**Contact Us**

For more information about Oracle Documaker, please visit [oracle.com](http://oracle.com) or call +1.800.735.6620 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

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