

ORACLE DOCUMAKER ENTERPRISE EDITION

CREATE, MANAGE AND DELIVER
POWERFUL AND COMPLIANT
ENTERPRISE COMMUNICATIONS
WITH MINIMAL RELIANCE ON IT

KEY FEATURES

- A Microsoft Word® Add-In enables easy creation of documents using familiar authoring software
- Documaker Design Studio provides a user-friendly design tool for the creation of document templates and much more
- Documaker Document Factory dashboards, analytics, reporting and administrative console improves visibility and control of document production
- Documaker Interactive's rules-based configurability, content library and embedded workflow accelerate collaboration when creating correspondence
- Powerful recipient handling enables one-to-one and one-to-many delivery options
- Conversion tools ease migration from legacy systems, while helping preserve the data and logic of your documents

Policies, endorsements, and renewals. Claims correspondence, marketing campaigns, bills, and statements. As an insurer, these communications are critical to your business. Now, you can manage them all with a single powerful solution—Oracle Documaker Enterprise Edition, the next generation of Oracle's market leading Enterprise Document Automation (EDA) solution for insurance.

Communications That Transform Your Business

Oracle Documaker Enterprise Edition enables insurers to dynamically create, manage, publish and deliver adaptive enterprise content throughout the insurance business lifecycle—across all distribution channels and lines of business. The next generation of Oracle's industry-leading EDA solution, Oracle Documaker Enterprise Edition offers a cost-effective way to address the design, production, and multi-channel delivery of a broad spectrum of documents, from highly structured transactional documents delivered in high-volume batch to highly personalized interactive correspondence delivered on-demand. Oracle Documaker Enterprise Edition delivers rules-driven document lifecycle automation for improved customer satisfaction, business agility, efficiency and reduced costs.

Key Features of Oracle Documaker Enterprise Edition

- Documaker Interactive's Web-based capabilities help insurers improve their communications throughout the customer lifecycle. These capabilities include accelerators such as pre-configured workflow with roles-based approvals and pre-built industry content (see Figure 1). These features enable any user with an Internet connection to quickly and interactively create and assemble consistently branded and compliant correspondence.
- The Oracle Documaker Document Factory helps organizations reduce cost and improve efficiency through better management of enterprise publishing operations. It provides a single administration point to manage enterprise publishing across all channels including print, e-mail, Web, text messaging and more. Insurers are better positioned to centralize management of their document production operations and run it as a line of business, resulting in reduced document processing expenses and improved resource allocation. The Documaker Document Factory includes dashboards, analytics, reporting and an administrative console (see Figure 2). These features improve an insurer's ability to better manage, optimize and quickly adapt document production resources to evolving business and market needs.
- Built-in multi-language capabilities with localization features support the creation, production and delivery of compliant communications globally.
- Powerful Oracle technologies, including the Oracle Application Development Framework, Oracle BPEL Process Manager for workflow, Oracle WebCenter Content

KEY BENEFITS

- Quickly and interactively create and assemble compliant documents in structured, interactive and on-demand formats for delivery in batch, near real-time or real-time
- Rapidly deliver content in your customers preferred output methods, including 14 print streams along with SMS, HTML, PDF, RTF and much more
- Empower business users to create and customize content faster, minimizing reliance on IT
- Service customers globally with multi-language communications
- Shorten future document preparation by reusing electronically captured and stored data
- Reduce delays and processing time through automating routing and workflow
- View and analyze document production for improved control and management of resources based on evolving business demands
- Speed service and ease of doing business for agents
- Manage the entire document lifecycle through integration with Oracle WebCenter Content (formerly Oracle Universal Content Management) and/or legacy enterprise content management solutions

(formerly Universal Content Management (UCM)) for enterprise content management, and Oracle Fusion Middleware, deliver improved performance, simplified integration options and greater control over document automation processes.

- A Microsoft Word Add-In combined with the Documaker Design Studio empowers users to easily author content, as well as rapidly create and reuse document templates.

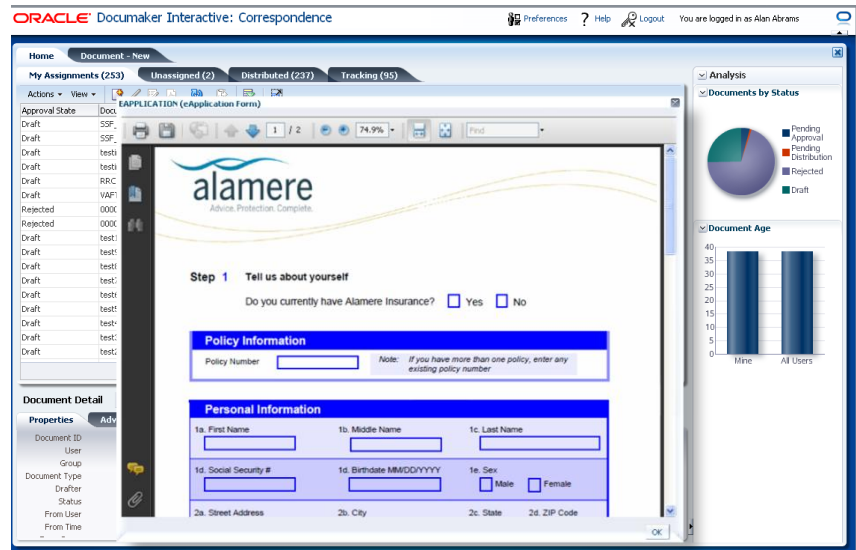


Figure 1. Accelerate the interactive creation of correspondence and other content using Oracle Documaker Interactive pre-configured workflow and industry content.

Enable All Publishing to All Channels, While Supporting All Processes

Oracle Documaker Enterprise Edition is based on open standards and integrates easily into today's service-oriented architecture environments. It supports any type of system across the insurance enterprise from core policy administration, claims, and billing systems, to CRM and enterprise content management solutions such as Oracle WebCenter Content. You can even integrate it with your self-service Web portal so stakeholders can access to up-to-date information about their policies and investments. And when rolling out new or updated products, Oracle Documaker Enterprise Edition enables the agility and flexibility insurers must have to support the rapid roll-out of compliant policy documents, forms, legal language and other communications.

When migrating from legacy document systems, Oracle offers proven tools and migration methods, along with experienced, highly trained insurance domain and technical personnel to help maintain the embedded intelligence of your data. Leveraging Oracle Documaker Enterprise Edition as a single system can streamline and simplify your processes and dramatically reduce costs.

Empower Business Users with Easy to Use Authoring and Design Tools

Business users can easily author content using a Microsoft Word Add-In that leverages the power of Documaker Studio in the background. The intuitive, easy-to-use Documaker Studio design tool empowers business users to create powerful, persuasive content, minimizing reliance on IT. Marketing, claims representatives, and line-of-business managers can now all produce dynamic, "intelligent" transactional documents that transmit data and content.

Increase Operational Efficiencies and Reduce Costs

With Oracle Documaker Enterprise Edition you can now automate lines of business that were previously considered too small, too specialized, or too expensive to support. By re-engineering your paper-intensive processes into electronic workflows, you can dramatically shorten the time it takes to support a new product or realize revenue. It also enables a green work environment by promoting paperless procedures.

By using Oracle Documaker Enterprise Edition’s automated data field population, you’ll reduce the time, errors, and labor costs associated with manual processing and input while ensuring accuracy and compliance. Oracle Documaker Enterprise Edition not only improves your response time, but enables your organization to produce more attractive, easier-to-read, and consistently branded policy documents and communications resulting in increased customer satisfaction.

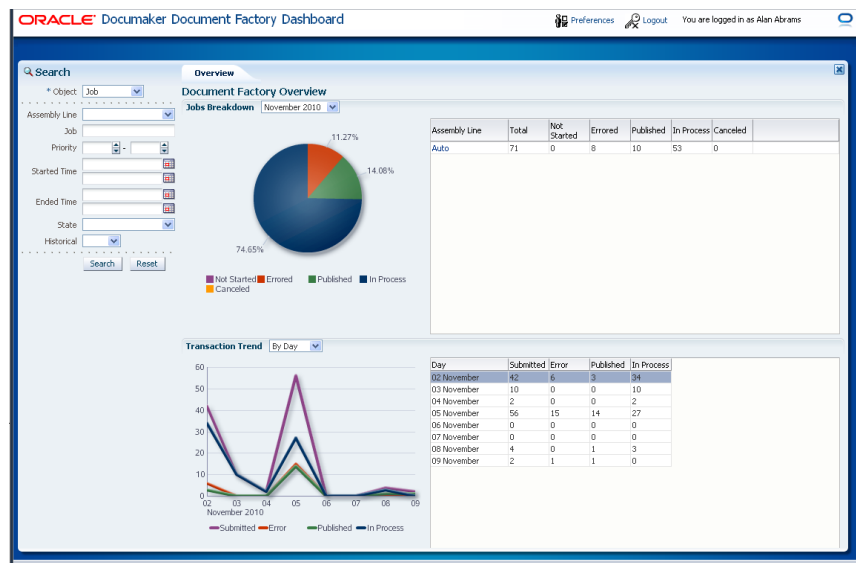


Figure 2. Easily view, manage and optimize document production across your enterprise leveraging the administrative console, roles-based dashboards, robust analytics and reporting capabilities within the Documaker Document Factory.

SUMMARY

Oracle Documaker Enterprise Edition accelerates the dynamic creation, management and multi-channel delivery of adaptive enterprise communications when and how customers and stakeholders want them to improve efficiency and reduce cost.

Transforming the Insurance Enterprise

Oracle believes that insurers should be able to leverage technology to help transform their business. Oracle Insurance provides adaptive, rules-driven systems that let insurance companies easily change business processes as their business needs change. This positions insurers to readily respond to dynamic market conditions and take advantage of new opportunities as they arise.

RELATED PRODUCTS

- Oracle WebCenter Content (formerly Oracle Universal Content Management)
- Oracle Insurance Policy Administration for Life and Annuity
- Oracle Insurance Claims Solution
- Oracle Insurance Insbridge Rating and Underwriting
- Oracle Financial Services Revenue Management and Billing for Insurance
- Oracle Insurance Compliance Tracker
- Oracle Insurance Insight
- Siebel for Insurance CRM
- Oracle ERP
- Oracle Database

Contact Us

For more information about Oracle Documaker Enterprise Edition, visit oracle.com/insurance; contact us by e-mail at insurance_ww@oracle.com; or call +1.800.735.6620 to speak to an Oracle representative.



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Hardware and Software, Engineered to Work Together