Oracle Documaker: Enterprise Document Automation for Utilities

Oracle Documaker complements Oracle Utilities Customer Care and Billing and Oracle Utilities Billing Component by optimizing the bill creation and distribution process. Improving the way you bill your customers can directly improve your bottom line. Increase revenue by providing relevant targeted marketing messages on statements and by decreasing time to payment. Reduce costs by streamlining your document creation process, enabling electronic delivery, and providing documents 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. Find answers with Oracle Utilities and Oracle Documaker.

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 leverages today’s service-oriented architecture. 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
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 Web Center Content (formerly Oracle Universal Content Management) and/or legacy enterprise content management solutions

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 enable faster bill presentation

• 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

• Advanced charting and graphics wizard, enabling you to provide enhanced, customer-friendly and visually pleasing communications

• 2-D Data Matrix barcode 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 WebCenter Content for archiving document content, providing CSRs with immediate access to bills online and on-demand presentment to customers via your customer portal

• Multi-lingual support allowing you to support your diverse customer base
**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.

**RELATED PRODUCTS**

- Oracle Utilities Customer Care and Billing
- Oracle WebCenter Content (formerly Oracle Universal Content Management)
- Siebel CRM
- Oracle Utilities Billing Component
- Oracle Utilities Meter Data Management
- Oracle Utilities Quotations Management
- Oracle Utilities Forecast Management
- Oracle Utilities Rate Management
- Oracle Utilities Portfolio Management
- Oracle Utilities Transaction Management
- Oracle ERP
- Oracle Database

**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, visit oracle.com/goto/documaker or call +1.800.735.6620 to speak to an Oracle representative.

---

Copyright © 2014, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0714