

ORACLE POLICY AUTOMATION FOR PUBLIC SECTOR

STREAMLINE POLICY AUTOMATION

KEY FEATURES

- Rapidly transform complex policies into executable Word and Excel documents
- Track policy changes, and trace back to source material
- Deliver dynamic web-based assessment interviews
- Record a complete audit trail of how decisions are reached
- Easily deploy across channels (web, call center, face-to-face)
- Support any language, for both rules and deployment
- Integrate with your enterprise or application data model

KEY BENEFITS

- Agile response to changes in legislation and policy
- Ensure consistent communication across policy stakeholders
- Effective self-service guidance for citizens
- Transform citizen interaction and reduce burden on call centers, drastically reducing costs
- Improve the transparency through in-built auditability reporting
- Take control of the pace and costs of modernizing legacy systems
- Support non-native language speakers

Oracle Policy Automation enables government agencies around the world to deliver consistent policy-based decisions, be agile in response to policy changes and improve transparency of service delivery. The integrated policy automation platform maximizes self-service adoption and customer satisfaction, while reducing agent training speed and delivering powerful end-to-end analytical capabilities throughout the policy lifecycle, allowing organizations to improve outcomes from their already overstretched budgets.

The Challenges Facing Government Agencies

Governments at all levels—federal, state, and local—play an indispensable role in the lives and welfare of the public. Citizens depend on their governments for hundreds of services, which include social services and benefits administration, defense and homeland security, tax collection, transportation, immigration, licensing, education, and business regulation.

Yet governments face innumerable challenges in delivering the services in ways that meet public expectations. Those same citizens who insist on efficiency, transparency, accountability, and increasingly more benefits from their public servants also demand lower taxes, lean government organizations, and reduced public spending. Skill shortages, retiring workforces, training overhead, and a lack of new recruits exacerbate the challenges of delivering on expectations.

Inconsistencies and overlap between jurisdictions—as well as continuous changes and modifications to legislation and regulations—often cause inaccurate application of policy rules and delays in service delivery. Even the most experienced government staff members have difficulty keeping their knowledge current. Fraud is an ever-present possibility. The public can lose trust in the system and agencies can face penalties for noncompliance and program ineffectiveness.

Oracle Policy Automation empowers public sector organizations to address these issues with confidence.

Achieve Agility with Oracle Policy Automation

The Oracle Policy Automation platform equips agencies to:

- **Empower business users.** Subject matter experts create and modify policy directly from complex legislative text and policy documents, using natural language and familiar software tools such as Microsoft Word and Excel. This reduces both the amount of training required and reliance on technical staff because no scripting or programming is needed and rules are written and maintained using familiar business software.
- **Easily determine eligibility, improve call center performance, and offer citizen self-service.** Oracle Policy Automation features Web-based, interactive questionnaires that allow your organization to quickly and transparently deal with eligibility determination, offer consistently high call center performance, and boost the confidence and self-service capabilities of citizens.

RELATED PRODUCTS

- Oracle Policy Automation Connector for Siebel

Oracle Policy Automation integrates with Siebel CRM so governments can better service citizens and easily determine benefit eligibility.

- Oracle Policy Automation for Mobile Devices

Oracle policy automation for mobile devices allows organizations to deliver consistent, transparent and accurate decision-making for field case workers, on-site auditors, traveling salespeople, and any staff that are regularly out of the office.

- **Increase transparency and accountability.** Automatically generated audit reports document, and justify each step of the decision process in detail. This results in greater trust between government and its citizens, significantly reducing complaints and appeals.
- **Meet demanding performance standards.** Oracle Policy Automation's innovative linear inferencing technology maximizes the throughput achievable with modern hardware, and delivers impressive performance for even the largest public sector enterprises.
- **Integrate with major platforms.** Oracle Policy Automation supports a broad range of platforms and has a flexible SOA-complaint architecture which makes it simple to integrate with CRM, ERP and HR systems.
- **Assess impact of policy changes.** Comprehensive testing and policy analysis capabilities allow agency policy experts and business users to pinpoint the impact of proposed legislation, regulation, and policy changes, based on simulated or real case data.
- **Reuse policy rules.** Agencies can easily reuse policy rules within multiple applications and across different communication channels. Oracle Policy Automation uses a common rule format for all deployment options.
- **Update policies.** Oracle Policy Automation makes it possible to easily update and track changes to policies based on analysis, new regulations and changing business priorities.

Public Sector Specific Applications

Oracle Policy Automation is utilized in many public sector areas, including:

- Eligibility determinations
- Social services benefits
- Tax assessments
- Grant processing
- Passport and visa eligibility
- Licensing and permitting

Contact Us

For more information about Oracle Policy Automation, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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

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Hardware and Software, Engineered to Work Together