Fast-track Your Customer Communications for the Digital Age

Empower Your Customers, Employees, and Business with Oracle Documaker Enterprise Edition

As customer experience becomes a higher priority for companies across industries, corporate leaders are searching for new ways to create meaningful interactions through customer communications. You know what your customers want, but knowing your customers' needs is only half the battle. Your organization has a long list of needs and complex problems behind the scenes that often limit your ability to deliver an impactful digital experience to your customers. How can you raise the bar on customer communications without driving up costs? Free your organization from costly patchwork systems and time-consuming human intervention with Oracle's next generation document automation system.

The Single Source of Truth for All Communications Across All Channels

Oracle Documaker Enterprise Edition (ODEE) is an out-of-the-box production system that enables you to design, create, and deliver intelligent content from one place. Transform your disconnected, uncoordinated communications to engaged conversations by turning bills, contracts, and policies into interactive mobile apps and web pages.

High ROI Now and in the Future

What is the value of having a leading technology solution manage your customer communications? Consider the impact on your business if you were able to

- Attract and retain customers
- Accelerate new revenue
- Reduce regulatory and IT costs
- Promote branding standards
- Cross-sell and upsell in the right situations

Oracle Documaker Enterprise Edition can help you succeed in all of these areas by giving you the most comprehensive breadth of document automation solutions. From the inside, your employees will reap the rewards of a system designed for maximum efficiency. From the outside, your customers get the optimal digital experience every time.

ORACLE DOCUMAKER ENTERPRISE EDITION

Create and distribute powerful, persuasive, and effective multichannel customer communications with minimal dependence on your IT staff.

KEY BENEFITS

- Improve customer satisfaction
- Maximize customer engagement
- Reduce costs
- Expedite time to market
- Reduce risk

PUBLISHING CAPABILITIES

Structured, on-demand, and interactive content

"Oracle offers a highly configurable solution with a strong, customizable dashboard component."

CELENT
DOCUMENT AUTOMATION FOR INSURERS ABCD VENDOR VIEW 2014

ORACLE

Reduce Costs Immediately

Are inefficient document generation systems weighing you down? See how Oracle Documaker Enterprise Edition can drastically cut your costs:

- **Application maintenance fees.** Consolidating multiple vendor and homegrown document generation systems can reduce your maintenance fees by 40 percent.
- **IT costs.** ODEE's user-friendly interface and components (such as Word add-in) make it easy to create and change content with minimal support from IT.
- **Staff time.** The factory has a built-in scheduler and supervisor, so users don't waste time coordinating jobs. Having one system also eliminates redundant staff trainings.
- **Regulatory costs.** Avoid the financial penalties of non-compliance. ODEE functionalities such as version control and log files reduce your non-compliance risk.
- **Call center volume.** Expect a 10 to 20 percent decrease in call center volume, which saves on telecommunication costs and time spent with service representatives.

Maximize Customer Engagement

Building customer profiles in ODEE gives you a 360-degree view of your relationship. Use that information to engage your customers with personalized, relevant content from whatever device they choose.

Cultivate Customer Loyalty

Empowering your customers with first class digital experiences powered by ODEE not only boosts customer satisfaction, it comes with real savings. The cost of attracting and on-boarding new customers is four to six times the cost of retaining customers.

Accelerate Time to Market

Any time you're opening in a new market or launching a new product, the biggest bottleneck is preparing documents to comply with government regulations. ODEE's collaborative development cycles and version control help you generate compliant documents quickly.

Reduce Risk

Ad hoc document production leaves you vulnerable to errors and incomplete tracking, which can lead to non-compliance. Take advantage of ODEE's approval workflows, history tracking, data validation, and full audit and log files to reduce your risk of non-compliance.

The Only Solution with Expertise on Your Complex Realities

Only Oracle Documaker has the established track record in producing documents to meet the complexities of highly regulated industries. Throughout its 20-plus years of serving thousands of companies in insurance, financial services, public sector, and utilities around the world, Oracle Documaker has continually evolved to further meet the needs of its customers.

For a free consultation about how Oracle Documaker can transform your customer communications, email us at documaker_ww_grp@oracle.com or call 1-800-735-6620.

HOW IT WORKS

Oracle Documaker takes data from your core systems, merges it with your templates, and runs your business rules to produce personalized output in any of the supported output channels (including data formats like XML, web or mobile platforms, e-mail, and print).

INTEGRATION WITH LEGACY SYSTEMS

Avoid delays resulting from major system overhauls. Implement enterprise-wide without having to rip and replace core legacy systems.

DOCUMENT FACTORY

Process multiple jobs simultaneously without having to schedule or coordinate tasks every step of the way.

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