OPTIMIZING BUSINESS AGILITY

KEY BENEFITS
• Collect, model, deploy, analyze and update policies across all relevant business areas and applications in any language
• Ensure consistent communication across policy stakeholders
• Manage policies based on analysis, new regulations, changing business priorities and so on
• Transform customer interaction and reduce burden on call centers, drastically reducing costs
• Explain how every decision is made, improving transparency through in-built auditability

ORACLE POLICY AUTOMATION

The challenge governments and businesses face is to figure out how to craft a more effective policy management strategy without breaking their overstrained budgets. For a growing number of public and private sector organizations, the answer is an integrated policy automation platform to ensure consistency, increase organizational agility and enable transparency.

Achieve Agility Through Closed Loop Policy Automation

Oracle Policy Automation, the breakthrough policy automation platform, enables organizations to deliver:
• Consistent policy-based decision making throughout the organization
• Agile response to policy changes and analysis
• Transparency and auditability

Figure 1. Oracle Policy Automation – an integrated policy automation platform

Oracle Policy Automation is an integrated policy platform that manages policies in a seamless, circular workflow that:
• Collects information that resides in siloed groups - policy experts, knowledge workers and legacy systems
• Defines and model policies; run what-if scenarios and perform pilot tests to determine their viability and effect on specific business areas
• Deploy and enforce policies and controls across all relevant business areas and applications – including self-service, call center and back-end business processes
• Monitor and analyze policy impact in real business situations
• Update policies, based on analysis, new regulations, changing business priorities
Related Products

- Oracle Policy Automation Connector for Siebel
  Oracle Policy Automation integrates with Siebel CRM so organizations can better service customers and easily determine 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.

Historically, business users’ input into the actual policies which are enforced in practice has been limited, as the logic has been trapped within large and complex IT systems. Oracle Policy Automation addresses this problem by enabling the users to create and modify policies directly, using natural language and familiar software tools such as Microsoft Word and Excel no matter what language they speak. This enables collaboration between the different groups to ensure that the end result reflects the knowledge and priorities of the different areas of the organizations as well as streamlining the process.

Oracle Policy Automation supports a broad range of platforms, and has a flexible SOA-compliant architecture which makes it simple to integrate with CRM, ERP and HR systems.

Greater Agility and Transparency for Complex Decision Making

Public and private sector organizations are using Oracle Policy Automation to ensure that IT, policy owners and business units are all involved in capturing policies, and that as a result organizational changes are accurately reflected in systems in a timely fashion. The latest policies are automatically deployed to web self-service, call centers, drop-in locations and field workers. This not only reduces costs across all channels but also boosts citizen and customer satisfaction, because they can get the answers at any time, in a way that suits them.

Oracle Policy Automation also provides a powerful in-built reporting capability that explains how every decision is made, improving transparency and auditability.

Analysis to Assess Impact

With Oracle Policy Automation, organizations are able to use what-if analysis to assess the impact of proposed legislation, regulatory and policy changes on customers and citizens. Understanding which policies are being used in practice enables better policies to be written, potentially removing redundant policies. These capabilities enable organizations to deliver streamlined service capabilities, boosting productivity and improving policy quality.

Contact Us

For more information about Oracle Policy Automation, please visit oracle.com or call +1.800.Oracle1 to speak to an Oracle representative.