



Content and Process in the Cloud

Driving Workplace Productivity, Innovation, and Mobility

Today's digital businesses must move beyond simple "file sync and share" solutions as they empower the workforce with 24/7 access not only to business content, but also applications and processes, to drive meaningful collaboration and mobility. Business managers need cloud-based services that can seamlessly blend content, people, processes, and communications as part of a cohesive workflow. Sharing documents is important, but to be truly valuable the content must be contextually relevant to the task at hand. As organizations adopt software-as-a-service (SaaS) applications to solve business challenges, fulfilling this collaborative vision requires a new generation of connected online tools.

A Marriage of Information and Function

Oracle Documents Cloud Service and Oracle Process Cloud Service, two of Oracle's integrated platform-as-a-service offerings, enable secure collaboration for the digital workplace. Oracle Documents Cloud Service is a comprehensive content sharing and collaboration service that enables users to easily and securely share content, effectively collaborate using social conversations, and access work content anytime, anywhere via web, desktop, or mobile interfaces. Oracle Process Cloud Service leverages Oracle business process management technology to rapidly design and automate processes; collaboratively model workflows, forms, and decisions; and implement process applications on the go. Oracle's cloud collaboration solutions have been designed to extend SaaS applications, streamline content management activities, create more-dynamic business processes, and enable mobile workers to be productive on the go.

Case in Point: Sales Force Automation

Consider a sales manager who wants to make it easy for reps to engage customers with relevant content and offers. Using Oracle Documents Cloud Service, sales reps can have access to up-to-date marketing content and materials anywhere, anytime, even on their mobile devices. As opportunities arise, account managers can collaborate with other team members to share ideas and drive content at each stage of the sales process. For example, if the sales team is working on a Request for Proposal, they can collaborate on the proposal using the devices of their choice; discuss content via social conversations; maintain version

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**CLOUD PLATFORM
CONTENT AND PROCESS**

"Oracle Documents Cloud Service allows us to piece together processes that involve documents. We use the REST APIs to integrate with our cloud-based ERP solution, our Oracle BI Publisher solution, and with other digital technologies and processes."

ANDREW MCGEE
IT MANAGER
AUSTRALIAN FINANCE GROUP

ORACLE HAS THE RIGHT STUFF FOR DIGITAL COLLABORATION

- » **Increased productivity.** Better decisions through frictionless information exchange, social collaboration, and mobility.
- » **Increased efficiency.** Faster decisions, streamlined and simplified processes, and reduced cost of operations and work.
- » **Rapid innovation.** New products and services delivered to market faster. Rapidly creates compelling communications and engagement.

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control for document integrity; and connect to a workflow that notifies pertinent stakeholders, performs pricing lookups, and pulls in relevant background information. Integration with productivity applications such as Microsoft Office 365 optimizes work efficiency. Meanwhile, Oracle Process Cloud Service makes it easy to create end-to-end workflows, so this highly dispersed sales team can collaborate on pricing approvals, exception handling, proposal reviews, and so on—all from within their familiar customer relationship management (CRM) and sales force automation apps, such as Salesforce.com and Oracle Sales Cloud.

For example, a sales rep might view an opportunity within the CRM system, append the record with a suggestion from a technical colleague, and then route a proposal to the sales manager for approval. Later, the rep can access the same record from a mobile phone while traveling, view the sales manager's comments, attach appropriate product collateral, and click over to a reseller portal to verify current discounts. The rep can access relevant documents from within the applications that are used daily. Secure links for documents help ensure that sensitive information is only shared with authorized users, including the customer. Oracle Documents Presenter, an application in Oracle Documents Cloud, even enables mobile sales reps to present relevant, curated content directly from their iPads for stunning visual impact.

Case in Point: Employee Onboarding

The need to collaborate based on shared information can be found in other departments as well, from marketing to legal to finance to customer service and even human resources (HR). Consider an HR manager who wants to streamline the employee onboarding process. Cloud collaboration technology can be used to integrate data and functions among the apps that the HR team uses for talent management, recruiting, and workforce management. An applicant accepting an offer might trigger the onboarding process. This event initiates a workflow that encompasses many related tasks, such as provisioning (new hire logistics), external vendor services (background checks), and integration into the workforce (welcome letter, new hire data, and training). Oracle Documents Cloud Service makes it easy to collaborate and share information on HR practices, policies, and compliance. Views and usage analysis in Oracle Documents Cloud enable effective close-looped training and compliance. The service allows a distributed workforce to securely share documents, segregated by region to enforce compliance. New hires have immediate access to documentation and services they need to be productive from day one. Oracle Process Cloud Service can structure HR workflows and interfaces with all relevant applications, including Microsoft Office, Oracle Marketing Cloud, Salesforce.com, Workday, and many types of enterprise resource planning systems, to drive employee productivity within the context of familiar applications and tasks.

Conclusion: Embrace the Digital Future in the Cloud

Market leaders are adopting SaaS applications and moving their business content and processes to the cloud so they can accelerate common tasks. Oracle provides an integrated suite of digital collaboration services that enables business users to collaborate efficiently, automate disparate business processes, coordinate tasks, and interact via mobile and social interfaces—all with complete security and control. Oracle's cloud collaboration platform ensures faster turnaround of requests and decisions. Users can securely store content in the cloud, tie it to their source of record and collaborate online—anywhere, anytime, and from any device—through shared folders and conversations. Together, Oracle Documents Cloud Service and Oracle Process Cloud Service deliver the next wave of digital workplace innovation, productivity, and mobility.

IMPROVE COLLABORATION WITH ORACLE DOCUMENTS CLOUD SERVICE

- » Be productive anywhere with convenient file storage, synchronization, and access on web, desktop, and mobile
- » Extend on-premises content and business applications with cloud-based content and collaboration service
- » Securely share files with internal and external colleagues
- » Enable enterprise IT controls while standardizing on one cohesive solution

AUTOMATE PROCESSES WITH ORACLE PROCESS CLOUD SERVICE

- » Improve business agility, visibility, and control, and drive improved workplace engagement
- » Bring together people, processes, data, and content for fast, informed decision-making
- » Build custom business applications that automate front-office and back-office operations

"Oracle Documents Cloud Service allows us to move content from device to device and have it be available everywhere for use and collaboration. Integration with existing applications and processes makes it an integral part of how we do business."

MARK SUNDAY
CIO AND SVP
ORACLE CORPORATION

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