



## How Customers Shaped Oracle's Next Generation Enterprise Document Automation Solution

### The Benefits of Choosing Oracle Documaker Enterprise Edition over Oracle Documaker Standard Edition

Oracle Documaker automates the production of millions of documents per day for large-scale operations in insurance, financial services, utilities, and the public sector. Thousands of companies around the world rely on Documaker core technology to produce and deliver a wide range of documents, including statements, bills, contracts, welcome kits, and more. In the last decade, as more consumers have come to expect personalized, interactive correspondence and real-time notifications, Oracle has enhanced its enterprise document automation solution. This executive summary explores the benefits of Oracle Documaker Enterprise Edition over Oracle Documaker Standard Edition.

#### Background

Oracle Documaker Standard Edition (ODSE) offers a cost-effective solution for the design and production of structured and on-demand documents. Essentially, ODSE offers a toolbox for organizations to create their own customized document automation systems.

While ODSE has proven to be a valuable resource for thousands of enterprise customers, users have sought to further maximize the technology to fit their needs. Many customers have worked with Oracle consulting services to add advanced functionality. The goal for many of them has been to eliminate the extra effort of customizing, scheduling, and managing document production.

Oracle Documaker Enterprise Edition (ODEE) provides an out-of-the-box production system with fully developed rules and processing workflows. You get a complete powerhouse equipped to process multiple jobs with the intelligence to coordinate and schedule tasks.

#### Built-in Flexibility and Maneuverability

ODEE enables interactive publishing, a key ingredient missing from ODSE. Interactive publishing empowers you to further personalize documents that meet your criteria. Without the option for interactive publishing for high volume batches, you're unable to review special

#### UPGRADES

- Scalable, secure multiplatform framework
- E-mail and SMS notifications
- Access to reports and metrics
- Built-in scheduler
- Output distribution in batch or real-time to multiple recipients
- Ability to split and distribute output across multiple printers
- Ability to control print devices
- Easier, centralized troubleshooting
- Fail-over capability
- Modern, standards-based architecture that makes it easier to integrate and extend
- Control and administration layer

situations and communicate with your customers as individuals.

Documaker Interactive is a web application that comes with a work-in-progress (WIP) component to support document customization and enable exception processing. For example, if a financial statement exceeds a certain dollar amount or a policy statement meets a certain threshold you deem worthy of closer attention, ODEE pulls that document out of the batch and reroutes it to the appropriate person for review. From there, the reviewer may decide to add an attachment, extra reminder, or personalized note before sending.



#### KEY BENEFITS

- Improve customer experience with personalized content
- Maximize customer engagement by enabling transactional capabilities
- Gain a deeper understanding of your customers through customer profiles
- Eliminate delays
- Reduce IT costs
- Reduce risk and promote transparency
- Enable faster time to market

### Agility and Power through a Virtual Powerhouse

The core component of ODEE that allows documents to easily shift paths is the Document Factory, the distribution engine for all three publishing processes—interactive, structured, and on-demand. The Document Factory makes ODEE exponentially more powerful and adaptable than ODSE.

Consider the inner workings of a manufacturing plant, where workers are assigned to assembly lines matching their skills. The Document Factory is designed to translate the concepts of factory production into document production. Template design, data input and transformation, delivery preparation, and response management activities each have their own assembly line constantly moving. While these components are part of ODSE, the Document Factory in ODEE adds a major benefit through its self-directing, multithread design. The Document Factory boosts the underlying architecture of ODSE through concurrent processing and centralized handling.

### An Army of Workers for Maximum Productivity

In the Document Factory, there are different categories of workers performing tasks from their work queues. Built-in managers and scheduling keep things moving smoothly, saving you time and energy. ODSE requires users to manage processes directly, whereas ODEE gives you an army of workers without the hassle of managing them yourself.

#### PARALLEL PROCESSING

ODEE allows you to set up one request to deliver the same document to multiple recipients. ODSE works on a single grid and processes jobs one by one.

#### RICH REPORTING

Access behind-the-scenes data on all your jobs such as the number of transactions needed to execute a particular job. ODEE replaces flat files in ODSE with SQL database tables.

## Freedom from Unnecessary Planning and Tedious Tasks

Because ODSE runs on a single grid, users must guide the system every step along the way. The system processes each transaction one by one, which requires you to go through the redundant process of submitting one request per transaction.

Another typical scenario under ODSE is running jobs during the day, then bundling up multiple transactions at the end the day in order to run one large file for output.

ODEE eliminates the need for unnecessary thinking and planning. The Document Factory is designed for parallel processing, which allows you to configure the system once and allow the workers to handle the rest. Once you have set your criteria, the Document Factory will accurately identify transactions as real-time or batch, and then route them to the right place.

## One Place for Ultimate Visibility and Control

Just as you aim to keep your customers informed, ODEE gives you a high level overview of your customer communications through all phases of development. All transactions in the Document Factory appear in the Administration Dashboard.

## The Full Digital Experience for Your Hyperconnected Customers

Oracle Documaker Mobile, a critical add-on available only with ODEE, enables you to generate responsive content your customers can view from their mobile devices. Regardless of whether your customer is using the iOS or Android operating system, smartphone or tablet, your communications will always appear in the most optimal presentation.



## Maximum Efficiency, Control, and Reporting with Minimal Effort

The proven core technology of Oracle Documaker has the power to transform your customer communications for the digital age. ODSE offers a toolbox to create your own solutions, and ODEE offers an all-in-one solution for document automation.

To learn more about what Oracle Documaker Enterprise Edition can do for you, go to [www.oracle.com/goto/documaker](http://www.oracle.com/goto/documaker).

*“When we started offering consulting services in document publishing, forms, and archive solutions, we chose to partner with Oracle for its Documaker products. We wanted to give our customers the best technology resource out there. As we always tell our customers, there is no other solution that can offer the range of batch and web services performance and durability to match Oracle Documaker Enterprise Edition.”*

A.D. KENT  
MANAGING PARTNER  
DOCVENTIVE

### KEY FEATURES OF THE ADMINISTRATION DASHBOARD

- Document statistics for all documents in all phases
- Search and filter capabilities
- Ability to drill down to view full output details
- Centralized error messaging and handling
- Ability to create business reports