Oracle Documaker Mobile

Businesses have an unprecedented opportunity to create extraordinary user experiences as more hyperconnected consumers turn to their mobile devices for virtually every communication need. Static PDF formats are no longer acceptable to today's consumers, who are constantly on the go and accustomed to viewing interactive, responsive content on their smart phones and tablets. Your company's internal needs are also growing rapidly. Multiple departments and lines of business within one enterprise are striving to create and deliver content with consistent branding, speed, accuracy, clarity, and relevance—all while juggling old systems, complying with regulations and keeping costs low. The solution lies in an engagement platform powerful enough to produce millions of documents per day and automatically publish multiple outputs, enabling your customers to view when, where, and how they want.

Oracle Documaker Mobile is an add-on capability to the omnichannel communications platform Oracle Documaker Enterprise Edition that delivers dynamic, responsive content to mobile devices using existing data, content, and business rules.

KEY FEATURES

- Interactive, responsive content delivery to mobile devices
- Data capture, including ability to add video, audio, and barcode readers
- Adaptability to any publishing process: structured, on-demand, and interactive content output
- Ability to reuse content and follow shared business rules
- Integration with legacy systems
- Support for multiple design programs
- Built-in approval workflows, version control, data validation
- Browser independence

Modernize Your Communications for the Digital Age

Maximizing communications with customers and prospects requires world-class technology solutions. Documents such as financial statements, negotiated contracts, and custom quotes must be produced in multiple outputs to keep up with the growing demands of hyperconnected consumers. Oracle Documaker Mobile equips businesses with an advanced system of delivering dynamic, responsive content to mobile devices.

The next generation of Oracle's enterprise document automation (EDA) solution offers a single source of truth for all customer communications. By consolidating disparate systems into one powerful customer communications management (CCM) system, you streamline document production across all lines of business, products, channels, and jurisdictions. As a result, you significantly reduce costs immediately upon implementation and free your IT staff of many burdensome tasks.

Legacy System Integration for Pain-free Implementation

Oracle Documaker Enterprise Edition was designed to serve entire enterprises without requiring them to rip and replace core legacy systems. It can integrate with your existing core systems, so there is no need to plan a massive overhaul prior to implementation.

The mobile add-on gives your audience the most optimal presentation of your content on whatever gadget they choose, whether it's an Apple, Android, Microsoft, or other tablet or smart phone. Documaker Mobile prevents your customers from being exposed to the limitations of aging core systems.

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Logistics of a Coordinated Communications System

Documaker Enterprise Edition takes data from your core systems, merges it with your templates, and runs your business rules to produce personalized output in many formats. Choose from over a dozen output channels including data formats like XML, web or mobile platforms, e-mail, and actual print. With Documaker as the central repository for content and business rules, there is no need to set up different business rules and manage content in multiple locations for mobile content.
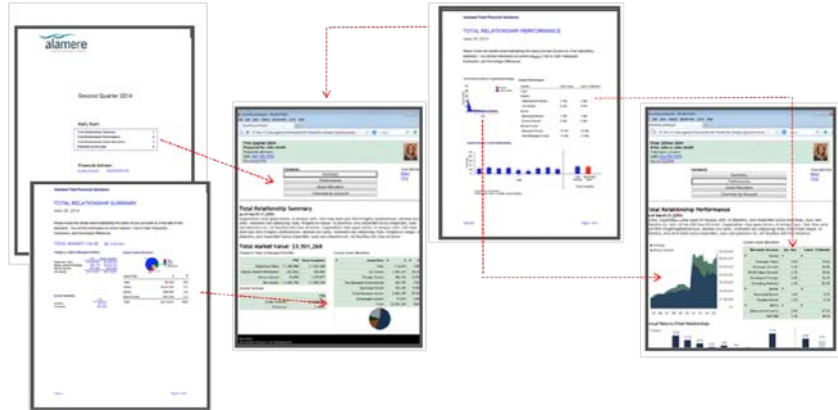

Figure 1. Oracle Documaker Mobile enables users to repurpose the same content for user-friendly viewing on mobile devices.

WHAT CAN ORACLE DOCUMAKER MOBILE DO FOR YOU?

Challenge	Feature	Benefit
Hyperconnectivity triggers high customer expectations.	Interactive, responsive, device-aware content delivery to mobile devices. Content shapes to the proper size of the screen.	Provide the full digital experience every time, and you'll improve customer satisfaction and retention.
As people spend more time on their mobile devices than PCs, they expect to accomplish the same tasks via mobile.	Data capture enables your audience to fill out forms, scan bar codes, and submit multimedia files. Forms have reflexive questioning capability.	By enabling bidirectional communication, you empower your customers to engage on a deeper level.
Implementing mobile strategy requires additional time, cost, and effort creating mobile content.	Ability to reuse content and follow shared business rules.	By streamlining the content production process across channels, you avoid bottlenecks and reduce IT costs.
New systems often require users to rip and replace legacy core systems.	Integration with legacy systems and ability to support existing design programs and tools.	Avoid delays resulting from major system overhauls and execute enterprise wide implementation right away.
Financial services industries are inundated with new regulations since the economic crisis.	Approval workflows, version control, data validation, tracking, and auditing features. Lock down compliant language.	Ensure compliance, reinforce transparency, and reduce risk.

Figure 2. "Button view" built-in style allows users to break down documents into sections and present crystal clear content anyone can easily navigate on small screens.

Responsive Mobile Content to Empower Your Customers

Documents covering complex topics don't have to be a struggle for your customers to understand. Give your customers the full digital experience and make engagement easy. Present your content in clear, interactive formats that add value to your customers' lives. Let them view your content on any mobile device of their choice. Give them options like live chat, VoIP, or video chat with customer service agents. Equip your agents with co-browsing navigation and help them resolve problems quickly and easily.

Use Oracle Documaker to build rich customer profiles and gain a 360-degree view of your customers. In the long run, you'll serve your customers more effectively, and they will notice. They will be better informed and more likely to remain loyal.

Best-in-Class EDA Solution to Empower Your Enterprise

Modernizing customer communications through Oracle Documaker Mobile transforms businesses from the inside out. By streamlining document automation from content creation all the way to mobile delivery, you eliminate delays, bottlenecks, and inefficiencies that come with creating mobile content separately. No longer must you rely so heavily on your IT staff or conduct redundant employee trainings on multiple systems. Eliminating unnecessary steps in document production also reduces the likelihood of errors, which further protects your enterprise.

Documents are the critical components to product launches, openings in new markets, and compliance. By empowering your organization with an advanced, omnichannel EDA solution, you open the door to business growth and profitability.

CONTACT US

For more information about Oracle Documaker Mobile, visit oracle.com/goto/documaker or call +1.800.735-6620 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

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