

# Simplify and Consolidate Enterprise Communications and Information with Oracle Collaboration Suite

*An Oracle White Paper  
February 2003*

# Simplify and Consolidate Enterprise Communications and Information with Oracle Collaboration Suite

## EXECUTIVE OVERVIEW

In enterprises worldwide, workers face an onslaught of communication every day, from multiple channels, several different applications, and disparate storage systems. The volume of this communication and associated information is only expected to grow. Increasingly, organizations need software systems that increase efficiency and productivity, make collaboration easy, and reduce costs.

In addition, managing, storing and securing communications and associated information, as well as making sure the several systems supporting them are scalable and reliable, is daunting and expensive. And IT costs will only continue to rise unless organizations integrate their communication and information infrastructure.

For organizations looking to cut costs and increase employee productivity, Oracle Collaboration Suite is the most secure, reliable, and cost-effective choice. Oracle Collaboration Suite lets you:

- Replace fragmented point solutions that don't work together with an integrated suite of collaboration applications based on a single infrastructure
- Stop worrying about several different products from different vendors, each with its own release timetable, upgrade requirements, specific data stores and interoperability requirements

- Access all your communications content via desktop applications, the Web, PDAs, and mobile phones, improving communication and collaboration
- Reduce the number of servers required, cutting hardware and labor costs
- Reduce software fees by eliminating client and server license fees for many different products.

Today, customers including Hutchinson-Priceline, University of California at Berkeley, and Embry-Riddle – as well as Oracle itself – are reducing costs dramatically and seeing significant improvements in overall productivity by moving to Oracle Collaboration Suite.

## **THE COMMUNICATION CHALLENGE**

### **Communication overload**

As organizations struggle to manage their communications infrastructures, they face many challenges. The first of these is the number of different channels through which workers receive information. According to Ferris Research, today's business communications include synchronous and asynchronous information exchange, pure broadcast communication, and interactive access to application-specific repositories.

And the volume of information is growing rapidly. According to Forrester Research, content volume is growing by more than 200% each year, which means workers must process a growing amount of data, including emails, voicemails, documents, Web pages, and faxes.

Traditionally, organizations have depended on a range of point solutions to manage these diverse and changing communications needs. However, point solutions typically don't work together in an integrated fashion, which makes both end user collaboration and IT management more difficult.

### **Content mismanagement weakens collaboration**

Every day, a river of files, faxes, e-mails, and other types of communications flows through employee desktops, laptops, and other devices. However, because these communications are handled by diverse point solutions, employees have no easy way to collaborate. The underlying infrastructure is not integrated, is expensive to manage, and leaves users frustrated and overloaded with information. Thus, as the quantity of communication burgeons and collaboration becomes more critical, companies are starting to look for effective collaboration content management.

### **File server "drift"**

As a short-term solution to today's rapid proliferation of information, individual departments and workgroups often set up their own file servers. While this solves

immediate storage problems, it also means that IT departments don't know where all of the company's file servers are, which makes it tough to manage them effectively.

In addition, end users may also have taken on the responsibility for file management, backup planning, and virus management – tedious tasks that take them away from their core jobs. This “drift” of file servers from IT to individual workgroups results in lost productivity and increased costs through redundancy.

### **Communicating on the move**

Workers who travel face the additional challenge of collaborating from a client location, an airport lounge, or a hotel. Information comes at them from different sources in a completely unorganized fashion. While most mobile workers attempt to solve this problem by carrying multiple devices – cellular phones, laptop computers, email-enabled personal digital assistants, or two-way pagers – these devices don't work together. Much of the time, mobile workers are counting on luck to help them connect to a meeting, receive a crucial document, or send an email.

### **Migration woes**

Many organizations whose collaboration applications run on disparate systems are facing difficult, costly upgrades or migrations – which, after all their effort, will not solve their underlying infrastructure problems.

For example, a company using Microsoft Exchange for messaging or calendaring is facing a migration to Exchange 2000 or Titanium, since Microsoft is desupporting Microsoft NT and Exchange 5.5. According to a Ferris Research report “The Cost of Migrating from Exchange v5.5 to v2000” (April 2002), for large organizations, this migration costs about \$400 per mailbox – and can run as much as \$700.

### **A look into the future**

As enterprises face the growing cost and complexity of managing their communications, they are also beginning to look toward convergence as a solution. New research from Gartner Inc. predicts that organizations will adopt “smart enterprise suites” that aggregate the functionality of portals, team collaboration, and content management.

According to Gartner, “Smart enterprise suites...have the potential to substantially reduce integration costs for support of extended enterprise processes for knowledge management, content management and collaboration . . .At the center of this convergence is knowledge workers' need to collaborate on, control and manage business content.”<sup>1</sup>

---

<sup>1</sup> Gartner, "The First Wave of Smart Enterprise Suites", K. Shegda et al, May 2002.

## **ORACLE'S SOLUTION – CONSOLIDATE, SIMPLIFY, SAVE**

Oracle's answer is the Oracle Collaboration Suite, an integrated suite of applications that work together seamlessly to solve your organization's toughest collaboration problems. Oracle Collaboration Suite integrates messaging, calendaring, file sharing, real-time communications, wireless access, calendar and time management, and voicemail and fax services on an enterprise-class infrastructure. It's a new generation of enterprise software that manages both messages and content for businesses – and meets the reliability requirements of even the largest organizations. Oracle Collaboration Suite makes it possible to deliver information to end users anytime, anywhere.

With Oracle Collaboration Suite, organizations can consolidate servers for email and file management, while supporting any platform and any deployment configuration. The Oracle9i infrastructure lets end users tie all of their collaboration applications and devices together – while ensuring scalability and reliability.

Migrating to Oracle Collaboration Suite today results in significant savings in licensing, hardware, and support while enhancing end user and team productivity.

### **Consolidate file servers and save**

In the January 9, 2003 Ferris Insight Bulletin, analyst David Ferris said that Oracle Collaboration Suite “shouldn't be seen as simply a replacement for Microsoft Exchange Server.... It's a total alternative to Windows server-based file sharing and collaboration, since vast numbers of Windows servers just act as file repositories. It lets you replace individual servers by less expensive, centralized clusters of servers.”

Oracle Collaboration Suite also helps companies save money by consolidating e-mail and calendar servers, while gaining the reliability, security, and scalability of the Oracle9i infrastructure (Oracle9i Database and Oracle9i Application Server).

By consolidating email and file servers on a few Oracle database servers, your organization will gain significant cost savings in administration and maintenance as well as hardware, software licenses, and support savings.

### **Manage your content**

The average worker may not follow the latest thinking about document management or digital asset management, but that worker does understand the value of being able to organize, find, secure, and publish content. That person also understands the challenges of collaborating on the same content with other users, who often accidentally delete, overwrite, or publish content before it's ready. The most basic versions of features traditionally deemed as content management – versioning, workflow, and custom attributes – are therefore easily understood by any worker and are valued as extremely powerful tools. If these features are easy to use, workers will use them – especially at the enterprise level, where the risk of content becoming unmanageable skyrockets.

Oracle Collaboration Suite is “a total alternative to Windows server-based file sharing and collaboration, since vast numbers of Windows servers just act as file repositories. It lets you replace individual servers by less expensive, centralized clusters of servers.”  
-David Ferris, Ferris Insight Bulletin, January 9, 2003.

That's why the Oracle Collaboration Suite embraces content management features above and beyond what you'd normally expect to find in a file server. Oracle Files is based on the robust Oracle enterprise content management platform, including Oracle9i features like Oracle Text, Oracle Workflow, and the Oracle Content Management SDK. Oracle Files can therefore expose existing content management functionality in forms that are easy for knowledge workers to learn and use.

### **Communicate on the road**

Oracle Collaboration Suite also meets the unique requirements of mobile users by providing them with full access to information anytime, from anywhere. Users can access email, voicemail, and fax messages; calendar, tasks, files, and corporate directories via their voice, PDAs, Web-enabled mobile phones, and pages. Oracle Collaboration Suite will even alert employees of important emails and events, and allows users to define their current location so that alerts get routed to the appropriate device.

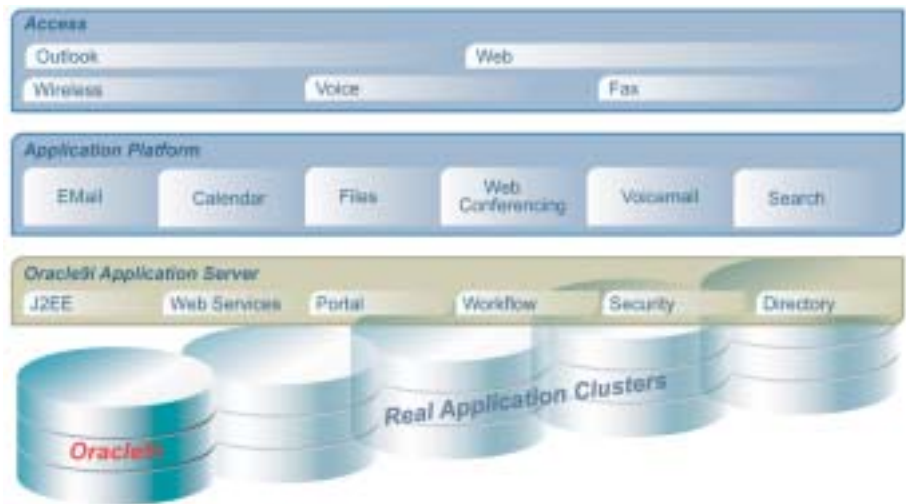
### **Collaborate any time**

Oracle Collaboration Suite also provides a solution for business users to communicate and collaborate in real time. Oracle Collaboration Suite, Release Two includes Oracle Web Conferencing, a centralized server for all types of online meetings such as Web seminars, live help, and interactive meetings. Oracle Web Conferencing meets the demands of real-time collaboration across the enterprise, including the blending of real-time online meeting services into enterprise applications, corporate Web sites, and portals. And it allows organizations to mix real-time collaboration to match the way they do business, while providing the level of performance they demand.

### **Get increased security and scalability**

Oracle delivers a complete platform for collaboration that begins with Oracle9i Database running Real Application Clusters. On the infrastructure level, Oracle9i Application Server provides a robust J2EE environment, Web Services, Workflow, Security, and Directory services. At the application layer, Oracle Collaboration Suite provides email, calendar, files, web conferencing, voicemail, and search. Oracle's collaboration platform supports standard application protocols like SMTP, IMAP and WebDAV, as well as standard programmatic interfaces like Java/EJB and XML.

While some solutions in the marketplace offer cost cutting measures, they also bring inherent risks. Oracle's solution is built on the unparalleled scalability and reliability of the Oracle9i database and Oracle9i Application Server – specifically designed to support enterprise-scale implementations of thousands, even millions of users. Oracle also delivers the industry's highest level of security, with 15 international security evaluations.



### *Oracle Collaboration Suite platform*

From whatever perspective you look at Oracle Collaboration Suite – cost of deployment, enterprise collaboration, or consolidation – the key is enterprise-level capabilities. Oracle Collaboration Suite leverages the unparalleled scalability and reliability of the Oracle9i infrastructure: Oracle9i Database and Oracle9i Application Server. You'll gain collaboration applications that are secure, reliable, and integrated.

## **REAL-WORLD SOLUTIONS**

### **Oracle Email**

Email is the lifeblood of many organizations. Yet some organizations still treat it as a workgroup application, not as a mission-critical communication and collaboration tool.

Oracle Email, built on the Oracle9i Database, helps customers save on administration, hardware, and software by consolidating distributed email systems into a single, reliable enterprise mail store. Users keep their desktop and Web clients of choice, as well as a variety of wireless devices, while gaining a unified mailbox that stores email, voicemail, and fax messages.

### **Hutchinson-Priceline Serves Customers Faster with Oracle Collaboration Suite**

Hutchison-Priceline is a "name your own price" Internet travel service for airline tickets, accommodations, and other travel-related needs. With just 60 minutes to respond to a customer after a Web transaction, an unfailingly reliable email system is, arguably, the link that holds the business/customer relationship together. Hutchison-Priceline also needed a system that would reliably process transactions and scale with the growing demands of the company's business. With so much resting on the ability to respond quickly, the Oracle Email component of the

Oracle Collaboration Suite and Oracle 9i Real Application Clusters (Oracle9i RAC) were the optimal solution for Hutchison-Priceline.

Now, if a customer sends a follow-up email regarding a recent Web transaction purchase, the Oracle Collaboration Suite lets the company's service representatives quickly and easily find information through integrated search through email, attached content, and stored documents. Service representatives can then rapidly respond to the inquiry and move the transaction forward.

### **Oracle Calendar**

Oracle Calendar provides calendaring, scheduling, and personal information management through desktop clients, the Web, or any mobile device. And Oracle Calendar's time management capability goes beyond passive time and resource management. For example, using the alert engine, you can set proactive alerts that can be delivered by any of the communications capabilities supported, such as wireless SMS, for instance.

#### **University of California, Berkeley Chooses Oracle Calendar**

The University of California, Berkeley, with 20,000 personnel, needed to replace its calendaring and scheduling applications. The university chose the Oracle Calendar component of Oracle Collaboration Suite because it was scalable, standalone, and standards-based. With multi-platform support, Oracle Calendar was ideal for a campus that used a variety of operating systems, as well as PDAs. Oracle's technical support and customer service were other factors in the decision.

Now, scheduling meetings and facilities is much easier and much less time consuming for the university's staff. Oracle Calendar is more stable than the previous system, and requires less maintenance. In addition, the university benefits from Oracle's excellent customer service and technical support.

### **Oracle Files**

Every day, knowledge workers create new content that must be stored for later use, reuse, or documentation. Without an integrated content management approach, this content will wind up on separate servers scattered throughout the organization, resulting in islands of information that cannot be shared or accessed. Too often, documents are recreated because they cannot be located.

Oracle Files can replace dozens, even hundreds, of file servers with one scalable, reliable file server that everyone can access. Oracle Files' self-service management let users create workspaces to develop and publish content. Users know exactly where they should be storing, sharing, and collaborating. Users also save time searching for documents and messages: with one enterprise-wide search they can find the files they need. Furthermore, capabilities such as workflow make it easier to maintain documents and control versioning.

#### **Leon County, Florida Saves Space, Time and Money with Oracle Files**

Leon County, Florida needed to completely overhaul its Growth Management and Public Works document management systems. The county had a critical space shortage, and the files for Growth Management alone filled 53 file cabinets and dozens of maps. When staff needed to respond to public requests, it could take hours to find content, at a huge expense.

In addition, the Public Works department, including Engineering, Animal Control, Operations, and Administration, all had different types of documents and different ways of working with those documents. And, because the county had several databases, including IBM DB2, finding and retaining technical expertise was difficult. The County needed flexible software that was easy to configure and manage.

The County found a solution in the Oracle Files component of the Oracle Collaboration Suite. Now county employees and citizens can search the electronic document system, select the documents they need, and print them. This process takes minutes instead of days. The County has also streamlined and improved internal processes with the new system, and greatly reduced the amount of physical storage space needed.

### **Oracle Ultra Search**

Oracle Ultra Search is an enterprise Web search engine that lets employees find valuable information in your organization's intranet or extranet. Oracle Ultra Search gathers and indexes all documents including Web sites, databases, files, mailing lists, portals and a variety of user-defined sources.

#### **Embry-Riddle Relies on Ultra Search for Aviation Safety Portal**

Embry-Riddle Aeronautical University, the world's largest university specializing in aviation and aerospace, relies on the Oracle Ultra Search component of Oracle Collaboration Suite for AvSaf.org, an information portal devoted to enhancing the safety of the flying public. Oracle Ultra Search enables searches over multiple repositories and makes it easy for researchers to accurately sort through the content assets.

AvSaf.org used Oracle Ultra Search's out-of-the-box search-and-locate capabilities to set up a taxonomy of aviation safety. The taxonomy is divided into six sections, with more specific links underneath each category. When a user clicks on a link under any of the six sections, Ultra Search searches the database and all of the included external Web sites.

### **Oracle Voicemail & Fax**

Oracle Voicemail and Fax provides true unified messaging by storing all messages – email, voicemail, and fax – in the same Oracle database. This eliminates the chore of administering multiple stores for different message types. Oracle Collaboration Suite provides integration with most popular PBXs, using industry standard hardware and interfaces. Users can access and manage all messages from their

interface of choice, including a Web browser, phone, or PDA. With a unified mailbox, your organization's employees will save time by reading and storing their messages in one place. And mobile users won't have to log into e-mail and dial their voicemail: one call or login does it all. In fact, mobile employees can "hear" their voice mail as attachments to e-mail messages.

#### **Oracle saves more than \$2 million on voicemail**

With more than 40,000 employees worldwide, Oracle was spending a significant sum on its Octel voicemail system, and decided to move away from a proprietary system to an open, standards-based platform in order to recoup some of the costs of this telecom system.

Oracle deployed the Voicemail component of its Collaboration Suite as a replacement for the Octel system. After an in-depth analysis, iGillottResearch found that by deploying Oracle Voicemail to just 7,000 employees, Oracle saved more than \$2 million, as cost per user went from \$320 to \$23. Storage costs with Oracle's Octel voicemail system ran \$375/hour; with Oracle Collaboration Suite, this cost dropped to just \$8/hour. In addition, these employees were able to receive voicemail as an e-mail attachment in their e-mail inbox; access voicemail through dial-up Internet and remote access; and receive faxes in their e-mail in box.

#### **Oracle Voice and Wireless**

Oracle Collaboration Suite gives your mobile employees full access to all corporate information anywhere, from any device. Its complete set of capabilities lets users access email, calendar, tasks, files, and corporate directories via their voice, PDAs, Web-enabled mobile phones, and pagers. Oracle Collaboration Suite will alert your employees of important events and emails. It lets you define where you are right now (in other words, your *context*), so that alerts get routed to your desktop, mobile phone, or other device.

#### **Glasgow City Council**

The Glasgow, Scotland City Council recognized that wireless technology could improve the efficiency of their 60 building services inspectors, who were required to return to a City Council's service center to file reports, order parts and materials, and engage tradespeople, after making each on-site assessment. The system resulted in process inefficiencies and reduced customer service.

The Glasgow City Council implemented a mobile solution consisting of the wireless component of Oracle Collaboration Suite, Oracle9i Application Server, and Oracle9i Database. Now inspectors file reports from a customer site and send reports directly to the service center via any Web-enabled mobile device. With mobile access to stock levels and the availability of trades people, the inspector can immediately determine when the job can be carried out, and inform the customer.

The Glasgow City Council expects the wireless solution to result in a 50 percent reduction in customer wait times for repairs and maintenance. They also anticipate

that the inspectors will make 20 percent more customer visits. In addition, the city council expects to reduce overhead by decreasing the number of administrators in clerical areas.

## CONCLUSION

### Reducing risks, reducing costs, improving communications and collaboration

For organizations looking to cut costs and increase employee productivity, Oracle Collaboration Suite is the reliable, secure, and cost-effective choice. Oracle Collaboration Suite lets you –

Oracle Collaboration Suite delivers benefits including increasing employee productivity, reducing hardware and labor costs through server consolidation, reduced software license fees, and enhanced security.

- Replace fragmented point solutions that don't work together with an integrated suite of communication applications based on a single infrastructure
- Stop worrying about several different products from different vendors, each with its own release timetable, upgrade requirements, specific data stores and interoperability requirements
- Access all your communications content via desktop applications, the Web, PDAs, and mobile phones, improving communication and collaboration
- Reduce the number of servers required, cutting hardware and labor costs
- Reduce software fees by eliminating separate client and server license fees for many different products.
- Reduce downtime while increasing security by deploying on the proven Oracle9i infrastructure.

New devices and tools for communicating and collaborating will continue to move into the workplace, while the need to communicate with colleagues, customers, and partners across the globe will continue to grow. However, the infrastructure supporting these complex communications need not be complicated. With a consolidated collaboration infrastructure, an organization can provide the levels of service, reliability, and scalability that their users demand.

Take the first step in reducing the complexity of your collaboration infrastructure. Take five minutes to ask the following questions:

- How many mail servers, file servers, and voicemail does your organization have? How much do they cost to manage and maintain?
- Does your organization support anywhere and anytime access to email and documents?

- How do you share files in your organizations? Do employees have the information (or can they find it fast) they need to do their jobs?
- Are your employees using secure methods for real-time collaboration?

With answers to these questions, you'll gain insight into the level of complexity of your collaboration infrastructure. From there, you can take steps to make it simpler, less costly, and more reliable.



Oracle Collaboration Suite, Release Two  
February 2003

Author: Caroline Kvitka  
Contributing Authors: Suzanne Cronin

Oracle Corporation  
World Headquarters  
500 Oracle Parkway  
Redwood Shores, CA 94065  
U.S.A.

Worldwide Inquiries:  
Phone: +1.650.506.7000  
Fax: +1.650.506.7200  
[www.oracle.com](http://www.oracle.com)

Copyright © 2003, Oracle. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.