

## Large dairy manufacturer upgrades its Enterprise Content Management system to WebCenter Content 12c and enables several advanced features

### Company

Large dairy company that produces and distributes natural cheese, process cheese, cream cheese and yogurt. It is an employee-owned customer brand dairy company with more than \$5 billion in annual sales. Client is one of the top 5 producer of cream cheese in the United States and one of the largest yogurt producers. Client employs more than 7,000 people worldwide.

### Business Goal

Extend the Enterprise Content Management system to host all documents of enterprise including Legal, HR, Operations, IS Customer Service, Finance, Marketing, Packaging and R&D.

- Migrate documents from Shared Drive to the ECM platform
- Upgrade to WebCenter Content 12c
- Use Workflow to automate budget approval documents
- Use Retention to automate archival of expired policy documents

### Solution

Client implemented Oracle WebCenter Content to standardize and support the Policy Procedures and Operating Procedure Documents. While the initial implementation standardized the Policy Procedure documents across several of client's food processing plants, the IT Leaders soon realized that Oracle WebCenter content was capable of delivering more value to the organization. The IT Leaders worked with OnwardPath consultants to extend the capabilities of Oracle WebCenter Content, by implementing a new security architecture and customization to expand the system as an Enterprise Content Management system.

The following features implemented by the team of OnwardPath consultants, transitioned the client's quality food document management system into an Enterprise Content Management platform:

- Security Groups, Roles, Accounts, ACLs & Credential Maps that supported an enterprise content classification. This supported storing and hosting of clients Internal, External and Confidential documents in Oracle WebCenter Content.
- Standardized Headers using PDF Watermark technology to automatically display metadata that included Plant Address in the documents. With clients plan to relocate their corporate office to a new location in the near future, the PDF Watermark implementation allowed updating all documents with the new address easily and instantly.

## Solution (Cont.)

- With about 30,000 documents per plant to be migrated into new templates and into the new system, client took advantage of OnwardPath offshore content conversion services and was able to complete the conversion and migration in 4 months, while the original plan could have taken 18 months.
- Pass-through Kerberos Authentication allowed users to access their documents in one click without having to key in their logon credentials. This feature improved the usability and allowed seamless user experience while accessing documents in Oracle WebCenter Content from Microsoft Outlook and other tools.
- 50+ Profiles, 10+ Workflows, 100+ Custom Metadata and 50+ Custom Components, Corporate Folder Structure, Integration with WebCenter Portal, Corporate Retention Schedule were developed to support the needs of each department.
- Seamless upgrade from WebCenter Content 11g to 12c with minimal impact to business

### Solution @ a glance

**3000** Users

**60** Profiles

**25** Retention Schedules

**400,000** Documents

**15** Workflows

**10** Conversions

**120** Security Accounts

**50** Custom Components

**05** External Integrations

## Customer Benefits

- Single master repository for all documents across the Enterprise
- Template based standardized look and feel for documents
- Automated Workflow process for controlled documents and document quality
- Automated Retention policies applied to all documents based on Pre-Defined document types
- Custom Profile to support specific metadata needs of each department
- Common Security Model to support needs of each department

## Contact Us

For more information about Oracle WebCenter and Systems Integration services visit [www.onwardpath.com](http://www.onwardpath.com) or call **+1 (920) 530-0631** to speak to an OnwardPath Solutions Architect.

