

## DATA SHEET

Cincom Eloquence is the simplest, easiest-to-use document composition solution in the industry. It provides the power for business-line professionals to generate dynamic documents, both structured and free-form, that are more fluent, timely, and persuasive, while reducing document production costs by up to 80%, improving document production times by as much as 90%, and reducing document errors to near zero.

With Cincom Eloquence, you can:

- Design personalized content,
- Deploy timely communications,
- Deliver compelling documents, and
- Develop a solution tailored to your specific business needs.

#### Benefits

- Reduce operating costs by streamlining and automating document communication processes.
- Extend and strengthen customer relationships with timely, accurate, and more relevant document communications.
- Reduce compliance risk and improve quality by centrally managing, controlling, and monitoring document processes.
- Reduce document production costs by up to 80%.
- Improve document production times by 90%.
- Reduce document errors to near zero.

# Cincom Eloquence™ – Deliver

Personalized documents – what you want, when and how you want them



Whether your business application calls for the printing of thousands of notices on a monthly basis or the delivery of electronic letters to high-value clients in real time, ensuring that your document communications contain the right information, in the right format, and at the right time is critical to enhancing your customer relationships.

Cincom Eloquence's web-based application suite combines the scalability to produce structured document communications in high-volume batch with the flexibility to generate highly personalized, free-form documents on demand while interacting with customers in real time, and deliver them in any form preferred – print, fax, e-mail, or web.

## Simplified User Access Improves Customer Responsiveness

### Interactive/dynamic

Eloquence empowers business-line users with the ability to dynamically assemble, generate, and deliver highly personalized documents with varying degrees of complexity, while interacting with customers in real time.

### Timely response

Cincom Eloquence improves customer responsiveness with point-and-click access to a multitude of documents and document packs that provide single-customer delivery of multiple documents.

### Multiple delivery channels

By automatically adjusting document characteristics to the respective delivery channel, Cincom Eloquence provides turn-key, point-and-click support for multiple delivery channels.

### Output management

Eloquence simplifies output management strategies while significantly reducing post-processing costs by combining grouping and sorting capabilities with open and published native Microsoft XML schemas.

### Web-based authoring

Cincom Eloquence provides business-line users across the enterprise with the freedom to easily and dynamically compose free-form documents while still maintaining centralized control over compliant components and branding.

## About Cincom

For nearly 40 years, Cincom's software and services have helped thousands of clients worldwide simplify the management of complex business processes. Cincom specializes in the five areas of business where simplification brings the greatest value to managers who want to grow revenue, control costs, minimize risk, and achieve rapid ROI better than their competitors. Cincom serves thousands of clients on six continents including BMW, Citibank, Boeing, Northwestern Mutual, Ericsson, Penn State University, Milacron, Siemens, Rockwell Automation, and Trane.

For more information about Cincom's products and services, contact Cincom at 1-800-2CINCOM (USA only), send an e-mail to [info@cincom.com](mailto:info@cincom.com), or visit the company's website at [www.cincom.com](http://www.cincom.com).

Cincom, the Quadrant Logo, Simplification Through Innovation, and Cincom Eloquence are trademarks or registered trademarks of Cincom Systems, Inc. IBM and WebSphere are registered trademarks of International Business Machines Corporation. All other trademarks belong to their respective companies.

© 2006, 2007 Cincom Systems, Inc.  
FORM CE051010-3 11/07  
Printed in U.S.A.  
All Rights Reserved



World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM  
Fax 1-513-612-2000 • International 1-513-612-2769  
E-mail [info@cincom.com](mailto:info@cincom.com) • <http://www.cincom.com>

## Features

- A single document model can support multiple delivery channels, including print, e-mail, fax, and XML.
- The web-based user interface allows point-and-click access to delivery channels.
- Easily build interactive document models that guide users through the assembly, generation, and delivery of customized documents.
- Efficiently reformat and repurpose documents to accommodate delivery channels (e.g., WordML to PDF).
- Support a multitude of document types:

Letters	Policies	Notices
Booklets	Proposals	Endorsements
EOBs	Illustrations	Welcome kits
Contracts	Portfolios	Claims response
Declarations	Renewals	Applications

- Individual document models can be aggregated and assembled into larger packs, simplifying management while reducing time-to-market for communications.

## Operating Requirements<sup>†</sup>

### Cincom Eloquence Web Environment

#### Cincom Eloquence Web

- Database software – Microsoft SQLServer 2000, IBM DB2, or Oracle
- IBM® WebSphere® Application Server
- An HTTP server supported by IBM WebSphere Application Server
- Internet Explorer
- Viewer for preview (output dependent)

<sup>†</sup>**Note:** For more information on specific versions or service packs supported, please contact a Cincom representative.