

# NAVTEQ

**Customer**

Navteq  
www.navteq.com

**Industry**

GPS Data and Services  
Navigation Software

**Employees**

4,400

**Fishbowl Products**

Subscription Notifier™

**Oracle Products**

Oracle Universal Content  
Management®

## NAVTEQ MANAGES DISASTER RECOVERY PLANS WITH ORACLE UNIVERSAL CONTENT MANAGEMENT AND SUBSCRIPTION NOTIFIER™ FROM FISHBOWL SOLUTIONS

### BACKGROUND

When NAVTEQ talks about Disaster Recovery Planning, it is serious business. As the leading global provider of maps, traffic and location data enabling navigation, location-based services, and mobile advertising around the world, any outage is truly disastrous. NAVTEQ® map data powers business and government solutions, vehicle navigation systems, portable and wireless devices, and more. The digital location data that NAVTEQ collects and stores is critical to the company's business and customers worldwide, so it is imperative that NAVTEQ take key steps to protect its network and systems globally. Disaster Recovery Plans are a part of overall business continuity. They address the unthinkable—the scary stuff that keeps CEOs up at night. Disasters fall into two main categories: natural disasters, which are impossible to prevent, and those disasters caused by human error or intervention. These are typically preventable but difficult to stop. In either case, Disaster Recovery Plans contain the steps that must be taken to get the business running again in the event of a disaster.

### ORACLE UCM

Due to their critical nature, NAVTEQ uses Oracle Universal Content Management (UCM) to manage disaster recovery plans. UCM works well because it provides powerful and flexible security, such as the ability to specify those who can edit versus those that can only view Disaster Recovery Plans; it delivers revision control for auditing purposes; and perhaps most important to NAVTEQ, workflow routing. NAVTEQ relies on UCM to ensure the right people review and contribute to plans so they are up-to-date and effective.

### SOMETHING STILL MISSING

The team at NAVTEQ tasked with managing plans and Oracle UCM had been successful in creating the workflows to manage the approval and release process of the 150 Disaster Recovery Plans, but was challenged with managing the review cycle.

Because the plans' review cycles and review processes varied in nature, they encountered issues fully automating the review. For instance, some plans needed review 12 months after release, some 6 months and others 3 months. The team wanted to specify a type of plan and set the review cycle based on the type. When the review cycle came due, the system

would notify the specified reviewers who were often multiple people from a variety of departments.

NAVTEQ attempted to use UCM's out-of-the-box subscriptions, but found they would need to create a subscription for each plan. This manual process would have been tedious and extremely time-consuming.

## WHY FISHBOWL SOLUTIONS

NAVTEQ had worked with Fishbowl Solutions on a previous project and already used Fishbowl's Workflow Solution Set™ to handle their complex workflow needs. They immediately went to Fishbowl's website looking for a solution and found a product called Subscription Notifier™.

Subscription Notifier would allow them to set up subscriptions based on plan type, allowing management of all plans using only a few subscriptions. They could specify the reviewers of each plan type and also the notification schedule, sometimes notifying individuals a number of times up to the impending review date. The team contacted Fishbowl, saw a demonstration, and purchased the product.

The results have been great! Subscription Notifier works exactly as NAVTEQ requires, with the capability to do even more!

In addition to automating the review of Disaster Recovery Plans with varying review cycles, Subscription Notifier has provided some "wow" moments as well. For example, when a plan has completed its trek through numerous reviewers and is ready for release, the team at NAVTEQ wants to change the security on the plan so it can no longer be modified by anyone. Subscription Notifier has a built in feature called "side effects" which can trigger several outside processes, one of them being the change of Account in UCM. The team at NAVTEQ was skeptical that the change would not take place immediately enough to meet their needs, but their fears were quickly relieved: the change takes place instantaneously. A wow moment for NAVTEQ!

A second "wow" moment was in response to a user request to be notified three, two, and then one day prior to a recovery plan's due date. This was easily set up within Subscription Notifier's easy-to-use graphical interface.

## RESULTS

Though it's difficult to apply actual cost savings to NAVTEQ's use of Oracle UCM, Subscription Notifier, and Workflow Solution Set, NAVTEQ estimates that the time spent managing Disaster Recovery Plans is reduced significantly per plan. When applied to 150 plans, sometimes

needing review multiple times in a year, the time savings add up. As for ensuring the business can get back up and running in the event of a disaster, hopefully NAVTEQ will never have to find out!

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**INQUIRIES**

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