

Enterprise Document Automation

Building and maintaining enterprise-grade CCM templates for major Australian companies using OpenText Exstream

[OpenText Exstream](#) · [XML](#) · [CSV](#) · [CCM](#) · [Fujifilm Data Management Solutions](#)

Role	OpenText Exstream Developer
Company	Fujifilm Data Management Solutions
Duration	May 2023 – Present
Clients	Ford Motor, Telstra Health, EnergyAu, RACV, and various Adhoc clients
Type	Full-time professional work

What is OpenText Exstream?

OpenText Exstream is an enterprise Customer Communications Management (CCM) platform used by large companies to generate high-volume personalized documents — bills, statements, letters, and forms — at scale. It handles both batch processing (thousands of documents generated at once) and adhoc generation (individual documents created on-demand in real time by customer service teams).

What I Do

- Design and develop reusable document templates for major Australian clients including Ford Motor, Telstra Health, EnergyAu, and RACV
- Build batch document workflows that generate thousands of personalized communications simultaneously — bills, statements, and letters
- Develop adhoc document templates that allow customer service representatives to generate personalized correspondence on the fly without manual formatting
- Integrate data from XML and CSV sources into dynamic templates, ensuring accurate and consistent output across all document types
- Troubleshoot and debug production issues within the OpenText Exstream environment to maintain reliability for enterprise clients
- Collaborate with business analysts, Implementation Leads, and QA testers to ensure successful deployment and sign-off
- Migrate existing document components from legacy platforms to OpenText Exstream, improving efficiency and maintainability
- Optimize reusable components and templates to reduce production time and improve consistency across client deliverables

Clients Worked With

Ford Motor	Telstra Health	EnergyAu
RACV	Adhoc Clients	

Document Types Produced

- Bills and financial statements
- Customer letters and personalized correspondence
- Forms and application documents
- Adhoc on-demand documents generated in real time

Tech Stack

OpenText Exstream	XML Integration	CSV Integration
CCM	Batch Processing	Adhoc Generation

Lance Montiage

Developer · Automation