



CUSTOMER

Large Municipal Fire Department
in North America

INDUSTRY

Public Safety

EMPLOYEES

10,000-20,000

FISHBOWL PRODUCTS & SERVICES

Oracle WebCenter Content
(WCC)

Fishbowl GenAI for Oracle WCC

Retrieval-Augmented Generation
(RAG)

STRATEGIC VALUE

Accelerated emergency response
through instant, context-aware
SOP access

Improved firefighter safety and
field confidence via reliable AI -
powered summaries

Strengthened governance and
regulatory compliance

Modernized WebCenter
investment without replacing core
infrastructure

SAVING SECONDS, SAVING LIVES: HOW A FIRE DEPARTMENT YIELDED 65% FASTER DOCUMENT RETRIEVAL WITH GENERATIVE AI FOR ORACLE WEBCENTER CONTENT

When seconds matter, access to the right information is not optional. This Fire Department relied on Oracle WebCenter Content to store and manage emergency response procedures, operational policies, and confidential firefighter medical records. While the platform centralized critical information, frontline personnel staff faced delays retrieving and reviewing complex documents during high-pressure situations. Manual searches, lengthy policy documents, and fragmented access slowed response coordination and placed additional strain on administrative teams.

To modernize access without compromising compliance, the department partnered with Fishbowl Solutions to deploy a Generative AI solution embedded directly within Oracle WebCenter. The result: faster access, stronger governance, and measurable operational gains

REAL ROI RESULTS

- 65% reduction in document retrieval time during critical situations.
- 750+ admin hours annually through automated summarization and metadata extraction
- Improved real-time operational decision-making
- Reduced compliance risk through AI-assisted tagging and audit trail generation
- Increased staff trust and engagement with intuitive, conversational search

BUSINESS PROBLEMS

The department's ability to respond effectively hinged on speed and accuracy of information access. Their key barriers included:

- Delayed document retrieval due to legacy systems
- Manual review of lengthy SOPs and emergency procedures during active incidents
- Strained admin capacity for content tagging and compliance oversight
- Fragmented access to medical records and operational documentation

SOLUTIONS HIGHLIGHTS

Fishbowl Solutions implemented Generative AI for Oracle WebCenter Content to modernize how emergency responders access and interact with mission-critical information.

The solution enabled the Fire Department to:

- Instantly retrieve the right SOPs and policies using AI-powered semantic search
- Receive real-time, concise summaries of emergency procedures during active incidents
- Interact with content through a secure conversational assistant
- Reduce manual admin effort through automated metadata extraction and tagging
- Maintain strict role-based access controls for sensitive medical and operational records

TECHNICAL SOLUTION

Fishbowl deployed a Retrieval-Augmented Generation (RAG) architecture embedded directly within the Oracle WebCenter Content environment. The architecture was designed to preserve governance, security, and compliance while enhancing information accessibility.

Core Components include:

- RAG architecture integrated with Oracle WebCenter APIs
- Permission-aware AI layer pipeline preserving role-based access controls
- NLP-powered semantic search
- AI-driven document summarization services
- Automated metadata extraction and classification
- Compliance analytics and audit trail generation embedded into the AI workflow

This approach extended the department's existing Oracle WebCenter investment - without replacing core infrastructure - while delivering measurable operational impact.