ORACLE

Enhance Network Visibility

Oracle Customer Solutions for Industries- Communications

To deliver seamless and uninterrupted network services to the customers, telecom service providers prefer a unified digital platform that renders complete transparency and visibility into operations to better predict and prevent future incidences. Oracle Customer Solutions for Industries - Comms understands the need for a modular and centralized solution to visualize the status of operations and services in almost real-time and thus brings the Oracle Customer Solutions for Industries - Comms Service Operations Portal. The goals of this service are to anticipate potential failures on the Oracle platforms and to automatize operational routines and technical procedures, aiming to optimize O&M processes and administration.

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Customer Solutions for Industries
Communications

React Before the Impact with the Oracle Service Operations Portal

The Oracle Customer Solutions for Industries - Comms Service Operations Portal centralizes, automates, and simplifies platform operation and maintenance. In addition, it collates information from different platforms and provides advanced information to simplify the preventive and reactive maintenance of the Oracle Communications platforms.

This tool unifies Oracle Customer Solutions for Industries - Communications' expertise with Oracle Communications products and the latest certified data analysis and visualization tools. Working jointly with the telecom provider's O&M team, Oracle Customer Solutions for Industries - Comms ensures full deployment of the portal applications with dependencies in all environments, with proper configuration of probes and KPIs to capture the portal data.

The Oracle Customer Solutions for Industries - Comms Service Operations Portal data is highly specialized and fine-tuned with well-researched parameters and metrics. Also, being customizable, it can support multiple interfaces and is not limited to SBCs, PCRF, DSR, or STP KPIs.

Increase Business Productivity with Unified Navigation Tool:

- Fully managed by implementation consultants
- Assistance with platform upgrades
- KT on the platform during the handover
- Service Request support and follow-up
- Automatic Preventive Routines
- Flexible and Customizable Reports
- Monitor, troubleshoot, and resolve issues faster
- Logs/Traces collection
- Database Sanity Checks
- Full system status and troubleshooting on a single platform
- Support for 3G, 4G, VNF, and the transition towards 5G including Cloud Native environments

Experience Maximize Uptime with the Oracle Service Operations Portal

- Leverage Oracle's 20 years of industry expertise in resolving issues with speed
- Highly specialized portal curated to match specific customers' systems and environment
- Direct interaction with Implementation and Engineering
- Higher platform reliability and availability

Reimagine your Network Operations with the Oracle Customer Solutions for Industries - Comms Service Operations Portal

Benefit from the functional modules available in the latest GA version:

- **Network Topology**: Allows the user to display a topological map of the network and identify in real-time the status of the nodes using a color code (green/yellow/red). Detailed information (for both hardware and software) is provided for each node that allows direct access to the alarm board.

1. Data Sheet / Oracle Customer Solutions for Industries- Communications – Enhance Network Visibility and Productivity

- **Status of Network Elements**: A barcode of bars and colors displays the status of the systems and allows access to the low-level details of the different nodes in the network.
- **Performance Statistics Review**: A real-time dashboard that collects historical KPIs information and network statistics.
- **Diagnostics for Recurring Events/Alarms**: This enables advanced troubleshooting capabilities by centralizing the information related to logs, alarms, and events of the network and correlating between different systems.
- **Automation**: This automates operational routines and procedures, such as Health Checks, Database Sanity Checks, Reports, Configuration, and Troubleshooting.

Leverage the Oracle Service Operations Portal Implementation scope:

- Full installation, configuration, and customization of the portal
- Customization of graphs, data, and KPI as per requirements
- Integration of interfaces
- Integration of notification services to a single recipient or group

Oracle Portal Supported Interface

- Oracle Communications Policy and Charging Rules Function (PCRF)
- Oracle Communications User Data Repository (OCUDR)
- Oracle Communications Eagle, STP, and EPAP systems
- Oracle Communications Diameter Signalling Router (DSR)
- Oracle Communications Session border controller (SBC)

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