

# Elevate Network Operation Efficiency

## Oracle Customer Solutions for Industries Managed Services

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Customer demand for faster, better, and improved services has challenged communications service providers to transform their business strategy and embrace newer, more advanced, and innovative business models. To help communications service providers deal with the complexities of technology operations while improving customer experience, Customer Solutions for Industries - Communications offers Applications Development and Management Services to enhance process efficiencies and improve customer services. Modular and flexible Managed Services comprise a set of activities that are customized to the specific needs of the organization. Managed Services enhance robustness, reliability, as well as the overall business agility that ultimately improves clients' end-user experience.

# Elevate Customer Experiences with Customer Solutions for Industries!

Communications Managed Services is delivered by consultants working cooperatively with the customer's Operations and Maintenance (O&M) team. The Managed Services team is made up of highly skilled engineers with deep knowledge and expertise in Oracle communications products.

Customer Solutions for Industries - Communications Managed Services counts with a well-defined management model in which a skilled group of front-end and back-end consultants are orchestrated by a Service Delivery Manager (SDM). The Managed Services team liaises with Oracle Global Support and Engineering groups on your behalf, following up on your requests according to levels of service previously agreed with you for 24x7 assistance.

In the Communications Managed Services framework, based on ITIL and Agile, customers raise requirements through the relevant service workflow channels – i.e., ticketing tool, mailing lists, and the Interactive Voice Response (IVR) system. Customer Solutions for Industries - Communications has developed a top-notch tool to centralize, automate, and simplify operation and maintenance. This tool is called the Oracle Service Operation Portal and allows you to bring your operation to a higher level of operations.



*Image 1: Oracle Service Operation Portal Overview*

Oracle Service Operation Portal has next functionalities available for your operation:

- **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 and allows direct access to the alarm board.
- **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. To do this, the most relevant KPIs are collected (allowing the user to customize the KPIs that may be of interest to them), system functionalities and information of the sessions, Diameter statistics and messages, Diameter interfaces, and OSS interfaces, such as provisioning (where applicable). Through search and filtering tools, you can quickly access key and concise information about the status of nodes. This is very useful for both the Planning/Engineering and Operations areas.
- **Performance Statistics Review**– A real-time dashboard that collects historical KPI information and network statistics. Implementation through state-of-the-art tools for dashboard generation allows you to customize the dashboard with desired indicators, identify deviations in patterns, and provide a high degree of interactivity to search for and filter information as required.

- **Diagnostics for Recurring Events/Alarms**– This module enables advanced troubleshooting capabilities. To do this, it centralizes the information related to logs, alarms, and events of the network and correlates this between different systems, allowing the user an aggregation of the information at the voice service.

## Reinvent your Network Strategy with Customer Solutions for Industry - Communications Managed Services:

1. Successful support executing and customizing Oracle product upgrades and maintenance releases.
2. Service Request support and follow-up through closure of customer request.
3. Preventive routines: Health Checks, KPI analysis, platform capacity and performance assessments reports and recommendations.
4. Automatization and optimization of day-to-day operational procedures – Oracle Service Operation Portal.
5. Monitor, troubleshoot, and resolve issues with in-depth system audits.
6. Service Quality Assurance: Service Level Agreements (SLA) compliance and reporting, End of Life (EOL) and End of Support (EOS) tracking, Customer Satisfaction Engagement (CSE) surveys.
7. Triage support for your core network solutions including support in resolving networking issues or other 3rd party products.
8. Support for 3G, 4G, and 5G including VNFs and cloud native environments.
9. Technical documentation for Level 1 and Level 2 Operations.

## Ace your Network Service with Customer Solutions for Industries – Communications Managed Services

The Communications Managed Services has over 15 years of experience with customers all around the globe, helping them to ace their services. Activities Oracle provides as part of the Managed Services scope include:

- **Preventive Assistance:** Preventive health checks, capacity assessments, and deep analysis of KPIs are regularly performed on Oracle Communications products to mitigate potential risks that could develop into incidents if not attended to in a timely manner, as well as optimization of Oracle Communications products performance and operative results.
- **Incident Management:** 24x7 availability for incidents, triage, data collection, troubleshooting, restoration within SLAs, Root Cause Analysis, and communication interface with Oracle Support and Engineering to speed up the resolution of the incidents.
- **Change and Configuration Management:** Method of Procedure (MOP) elaboration and testing for Move/Add/Change/Deletes (MACDs), maintenance window execution, and post-implementation monitoring. Exhaustive revision of the procedures for properly detecting and mitigating risks.
- **Release Management:** Software upgrade assistance including:
  - Upgrade planning: Release notes revision, definition of success criteria and applicable use cases
  - MOP preparation and review
  - Implementation of LAB environments and Acceptance Test Procedure (ATP) execution for use cases validation
  - Roll-out in production and use-case validation
  - Release sizing adjustments if needed
  - Regression testing and post-implementation monitoring

- **Automation and Optimization services:** Automation of operational routines such as monitoring reports and notifications aiming to optimize O&M processes and administration through the Service Operation Portal
- **Customer Enablement:** Deliver operational trainings to customers' O&M teams covering product operational routines, topologies, SW releases, metrics, and performance, among others
- **Security Management:** Assessment and identification of security threats that could impact the performance of the Oracle Communications products. Periodic review of common vulnerability exposures and critical patch updates
- **Governance:** Service request handling, troubleshooting, and tracking. Regular teamwork approach to review ongoing activities, including but not limited to service requests (SRs) metrics, root cause analysis (RCA) reports, service level agreement (SLA) compliance, and system improvement recommendations. Steering committee reviews to assess the benefits of the program and improvement actions when needed

### Key Benefits:

- Quick incidents resolution time driven by delivering successful SLA
- Single Point of Contact (SPOC)
- Direct interface with Oracle Global Support and Engineering
- Follow The Sun support model
- Modular service portfolio
- Higher platform reliability and availability
- Customized to customer operations needs and requirements

### Oracle Supported Platforms:

- Oracle Communications Policy and Charging Rules Function (PCRF)
- Oracle Communications User Data Repository (OCUDR)
- Oracle Communications Eagle
- Oracle Communications Performance Intelligence Centre (PIC)
- Oracle Communications Diameter Signalling Router (DSR)
- Oracle Communications Session Border Controller (SBC)
- Oracle Communications Session Router (SR) Oracle Communications Operations Monitor (OCOM)
- Oracle Communications Services Gatekeeper (OCSG)

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