Oracle Communications Consulting- Knowledge-Sharing Services – Session Border Controller Technology

"Following your Knowledge Sharing session, my team was able to create two HMRs needed for our solution by coding and testing in the manner you recommended. We have developed great synergy with your consultants."

President and CEO of a U.S. based technology firm

Oracle offers its customers a wide array of world-class, formal instructor-led training spanning the entire Oracle portfolio. Through those offerings, Communications Global Industry Unit (CGIU) customers can educate themselves on the general fundamentals of Oracle Communications products. But while standardized conventional training is critical to building out a strong foundation of knowledge, the fact is that everyone's network is different.

Fortunately, Oracle Communications Consulting (OCC) has developed a custom knowledge-sharing program to enhance education surrounding the CGIU product portfolio. We combine our practical experience with industry best practices to provide tailored instruction to our customers – guidance based on our wealth of experience with voice services.

Why Oracle Communications Consulting?

The OCC team has worked with Session Border Controller technology since its inception. We were there when the public switched telephone network (PSTN) migrated to SIP; when customers launched SIP access networks; when enterprises recognized that SIP trunking presented a return on investment that couldn't be ignored. We were there when contact centres adopted Voice over IP technology, appliance-based network elements shifted to virtual machines and then to the cloud. We continue to assist customers migrating their organizations to Microsoft Teams and those introducing rich Unified Communications suites. We play a pivotal role in the core of 4G & 5G networks.

We have worked in almost every deployment architecture imaginable. We have built expertise not only with our own CGIU products, but with many other leading vendors and products in our space. We have subject matter expertise with countless protocols, technologies, interoperability requirements, industry standards – the list goes on. And with longevity comes a tremendous amount of knowledge and wisdom.

Leveraging our experience to share knowledge

OCC has documented much of what we have drawn from our years of experience and industry best practices, creating knowledge transfer modules that help customers better understand Oracle SBCs and related technologies. With the information gained from our knowledge transfer modules, our customers are much more adept at troubleshooting their networks; they know how best to apply Oracle technology and build out a robust network architecture that can expand as requirements evolve.

We tune the conversation and the exchange of information so that it is relevant to *your* organization: our consultants place emphasis on your

Oracle Knowledge Sharing-Services offers a 'win-win' for enterprises, service providers, and partners:

- Custom-tailored knowledge sessions geared toward the topics of most interest to you
- High efficiency option for operations teams to quickly achieve technical proficiency
- Remotely conducted live and interactively, for a hands-on learning experience

  Pre-recorded sessions available for convenient learning

specific areas of interest, and additional focus on details that are immediately applicable to your objectives and to your network architecture.

A powerful library of constantly growing knowledge-sharing modules

MODULE	DESCRIPTION
Core Functionality & Base Configuration Fundamentals	This module provides a general overview of standard Oracle Communications product configuration objects and functionality. What is their purpose, how are they best used, what are the dos and don'ts?
Troubleshooting, Operations & Maintenance	This module provides guidance on how to effectively examine statistics, command outputs, and log files to diagnose issues on the core Oracle Communications products. Includes best practices for maintenance.
Advanced Routing	This module reviews the vast array of routing strategies available on the Oracle SBC. Special attention is paid to local-policy and Local Route Table (LRT) based routing.
Header Manipulation Rules (HMR)	This module teaches the fundamentals of the Oracle SBC's secret weapon: HMR. HMR configuration allows SBC operators to modify SIP signalling and even Session Description Protocol (SDP) payloads in real-time, altering the behaviour of call flows to address unique requirements and to close gaps.
Advanced Security	This module covers security-related best practices for effectively protecting voice network from both malicious & non-malicious attacks & threats. Attention is paid to the various queuing mechanisms within the Oracle SBC.
OCC OmniView	This module provides an overview of the OCC-built graphical tool for visually examining data extracted from Call Detail Records (CDRs). Focus is placed on error reporting, trend analysis and call statistics.
Enterprise Communications Broker (ECB) Configuration Basics	This module provides a general overview of Oracle ECB. This combination of presentation & demonstration walks through an ECB product overview, key configuration steps, and common operational activities per Oracle best practices.
ECB Troubleshooting and Maintenance	This module provides a best practices-based approach to managing the health of the Oracle Communications ECB. Focus is placed on operational activities relating to system maintenance, monitoring, and software upgrades.
Enterprise Operations Monitor (EOM) Configuration Basics	This module provides a general overview of Oracle Communications EOM. This combination of presentation & demonstration walks through an EOM product overview, key configuration activities, and common operational activities per Oracle best practices.
EOM Troubleshooting and Maintenance	This module provides best practice-based approach to managing the health of the Oracle Communications EOM. Focus is placed on operational activities relating to system maintenance, monitoring, and software upgrades.
TLS, SRTP and Certificate Management	This module provides a detailed breakdown of SIP TLS, digital certificates, certificate management, and SRTP. Focus is placed on best practices-based SBC configuration and standard operations.
Session Delivery Manager (SDM) Operations	This module provides a general overview of Oracle Communications Session Delivery Manager. This combination of presentation and demonstration steps through key components such as Element Manager, Route Manager and Report Manager. Focus is placed on key operational activities and best practices.

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