

Oracle Communications Consulting - Journey to Digital and Cloud

Unlocking new revenue streams in a fast-paced digital market is a challenge faced by every communication service provider (CSP) today. Every big or small CSP will have to adapt to a market shift driven by new technology such as 5G, cloud and IoT, as well as pricing pressures and movement of users from traditional services to digital and internet-oriented communication options. For these reasons, CSPs are striving to pivot from telco to “techco” (technology company) by being able to experiment and “fail fast” while scaling out successful offers using cloud infrastructure.

Re-thinking legacy OSS/BSS architecture

The advantages of cloud service adoption, coupled with a drive towards engagement models tailored to individual customer preferences and new 5G opportunities, has caused many CSPs to rethink their legacy OSS/BSS architecture. A digital transformation or cloud related evolution of architectures is not only an unavoidable eventuality, but an opportunity to out-perform competitors by increasing customer satisfaction while reducing costs.

While these initiatives come with the promise of reducing cost of operations and increasing customer acquisition/retention process, they also require a methodical approach to see through the transition. The transition to cloud and digital engagement must integrate the architecture roadmap, process changes and clear measurement of the benefits.

Ensuring a quick, reliable, and secure transformation journey

Whatever approach is adopted, from traditional waterfall to fully agile, such transformations require planning, brilliant execution, rapid implementation, and quality delivery, followed by reliable after service support. Whether it's a full stack overhaul or incremental transformation from your current ecosystem, Oracle Communications Consulting (OCC) is prepared to guide you throughout your journey. Our team of experts with years of experience gained from more than 3000 projects across the globe, have amassed vast knowledge, valuable resources, and best practices to ensure your transformation journey is quick, reliable and secure.

Tool-based methodology for a smooth transition

Oracle Communications Consulting (OCC) strives to guide our customers through a smooth transition to cloud and to enable rapid and risk-reduced

Highlights

- Project management plan
- Technical workshop for analysis and design
- Technical documentation
- Deployment, configuration, testing and integration
- Migration and go-Live
- Monitor, troubleshoot and resolve

Benefits

- Unmatched product knowledge and industry experience significantly speeds-up time to value
- Proven track record of implementation Oracle Communications Applications Suite in the telecommunications space
- Manage risk through use of proven methodology

transformation to a digital experience. To assist service providers through this journey, we have developed methodologies and toolsets that have matured through implementations at CSPs across the globe. Adaptive Digital Experience Pathway Toolchain (ADEPT) is an amalgamation of analytical tools and prescribed transition paths from a Siebel based architecture to Oracle's digital experience services. Combined with OCC's experience in both traditional CRM and new digital customer engagement capabilities, ADEPT supports a methodical approach to balancing benefit, risk, and cost in the transition to digital engagement and services.

Industry experts

The advantage of using Oracle Communications Consulting to implement Oracle applications has been widely recognized. Oracle consulting has the most comprehensive and deep knowledge of the applications. Our consultants are industry experts who can efficiently guide you in implementation, integration, and migration of your Oracle Applications, whether on premise or cloud infrastructure. This is backed up by access to the engineering teams who developed and continue to develop each application.

Working with such a range of customers, applications and environments has allowed us to build a comprehensive set of collateral that describes best practice in implementation, process, operation, and adoption of modern solutions. This collateral forms an integral part of our methodology. It both guides our approach to each engagement and defines the anticipated outcomes and deliverables.

What we offer

Oracle is focused on outcomes. Our ethos is customer centric, and we are ready to offer outcome-led business constructs in support of our commitment to value delivery - achieved at least risk to our customer.

OCC experts cover all necessary domain skills needed for strategy planning, and project delivery – including agile methods and project management, seasoned architects, testing management and developers – as well as application maintenance and managed services personnel.

During the COVID pandemic, Oracle project teams continued to deliver projects according to schedule and budget, remotely. A mix of offshore and on-site resources can be offered according to customer preferences. This allocation ensures that CSPs have access to the project experts face-to-face, whilst making best use of cost savings from offshore developments.

OCC offers services for planning, implementation, and enhancement of Oracle products in the context of journey to cloud and digital transformation:

- Strategic advice on the approach to transformation, whether using Oracle solutions, hybrid environments or third-party applications. This advice can range from 'simply' migrating to cloud without impacting the current application architectures, all the way to a complete modernization of the application stacks using cloud native deployment on public cloud infrastructure and DevOps methodology.

Related Products

- Oracle's AI-powered Digital Experience for Communications (DX4C) solution, a fully integrated concept to cash to care solution.
- Oracle Communications Cloud Native Applications in Monetization and Orchestration
- Oracle Cloud Infrastructure (OCI) deployment
- Managed Application Cloud Services (MACS)

- Solution Driven Design (SDD) to guide customers through process change. SDD simplifies business processes, reduces the cost of customization, and adopts a business process framework aligned to TM Forum's enhanced Telecom Operations Map (eTOM).
- Leverage Oracle's True Cloud Methodology (TCM) to manage risk and time to market. TCM is a methodical approach to:
 - Engage key stake holders through business process definition.
 - Focus on specific local market requirements and change management.
 - Refine the target process and architecture.
 - Modernize through process change and configuration.
 - Operate, train, and hand over.
- Conduct technical workshops to gather technical and testing requirements, define high level environment and deployment design, network architecture, testing and migration strategy.
- Perform the migration of subscribers' data and product mapping.
- Conduct problem troubleshooting and root cause analysis, take corrective actions and make further recommendations.

Summary

Along with the quality of consultants, the diversity of expertise offered by OCC is something on which you can rely in any aspect of a project. Consisting of architects, engineering teams, implementation teams, testing teams, managed services personnel and project Managers, OCC is a formidable partner that allows you to optimize your own resource use and operational expense without affecting quality of delivery. We have dedicated consultants ready to support offshore, nearshore, and on-site, and have access to strong and reliable support from core Oracle engineering teams. This collaborative approach has enabled OCC to build a strong knowledge base and experience in the field of 5G, IoT, cloud native and other digital and disruptive business opportunities. OCC are your trusted partner as you pivot from telco to techco CSP while supporting you at every stage of your journey to digital and cloud.

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