HIGH-LEVEL DESIGN SERVICE

The goal of the Oracle Communications Consulting High-Level Design Service is to help a customer translate business requirements and service definitions into technical requirement needed to meet stated business objectives and market requirements.

Overview

The High-Level Design Service is delivered by an experienced Oracle Communications consultant working directly with the customer’s staff. The key deliverable of the service is a functional blueprint of the customer’s current network and the new network architecture that is designed to meet the customer’s stated objectives.

Prerequisites

A customer or reseller must own an Oracle Communications Session Border Controller (SBC) that was purchased directly from Oracle or from an authorized reseller which is under warranty or a current maintenance service agreement. A customer who purchases this service agrees to provide Oracle with required information necessary for Oracle to develop the high-level design document. This service is available in support of a network design change or service changes using Oracle products.

Goals of the High-Level Design

• A validation that the customer’s business objectives are achievable by a new network architecture
• Identification of specific network requirements, protocols, equipment, capacity, functional requirements, monitoring, etc. to meet customer objectives

Key Features and Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Benefit</th>
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<tbody>
<tr>
<td>Review of business and operational objectives</td>
<td>An alignment of the objectives to a network blueprint required to meet the stated objectives</td>
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<tr>
<td>A high-level design document</td>
<td>A document that clearly defines all the technical requirements needed for the network infrastructure to support the business and technical objectives</td>
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<tr>
<td>An experienced Oracle network consultant assigned to the customer to deliver the high-level design service</td>
<td>A document that clearly defines all the technical requirements needed for the network infrastructure to support the business and technical objectives</td>
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<td>A single point of technical contact within the Oracle technical organization for the high-level design phase</td>
<td>A technical resource who can identify other resources and or services that may be required to validate the high-level design</td>
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Key Deliverables

The high-level design service will begin with a thorough analysis of the current network infrastructure, capabilities and capacity. After the evaluation of the current network is
completed, the consultant will begin to identify all the network requirements needed to achieve the business objectives. The Oracle consultant will build a functional diagram of the new network design. The block diagram will include the following:

- Protocols required
- Performance considerations
- Interconnect types
- Security and service assurance requirements
- Routing plans
- Resiliency requirements
- New features
- Equipment adds and changes
- Applications
- Monitoring and management

The Oracle Communications consultant will be in continual communication with the customer throughout the entire high-level design process. A review with the customer’s technical team of the proposed high-level design solution will occur at the conclusion of the engagement. The output of the high-level design will enable the customer to begin the implementation planning phase by developing a low-level design document and detailed implementation plans. If testing at Oracle is required to validate the high-level design assumptions, there will be additional charges for this effort.

**Customer Responsibilities**

- The customer will provide the following information:
  - Current network topography
  - Design goals
  - Market requirements and service definition
  - Security requirements
  - Network management
  - Bandwidth allocation
- The customer will identify a technical contact who will participate in the technical discussions and review meetings
- The customer-provided information must be accurate and up to date; Oracle does not verify third-party device capabilities or operating levels
- The customer can optionally engage Oracle to provide the Low-Level Design Service

**Ordering**

This service must be ordered by the customer or a reseller directly from Oracle.

**Assumptions**

- Service cannot begin prior to receipt of a valid order from the customer and Oracle’s acceptance of the order
- Customer will be able and willing to provide requested information
- The customer will make Oracle aware if a government security clearance is required by the
Oracle team prior to sending any information to Oracle

- Service start and completion date will be mutually agreed to between Oracle and the customer

Contact Us

For more information about the High-Level Design Service, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.
Hardware and Software, Engineered to Work Together