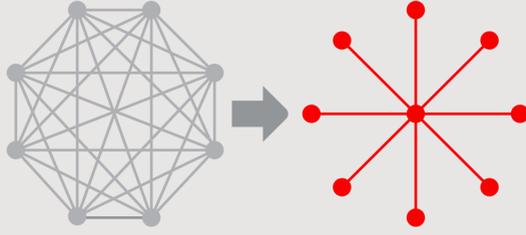


# Untangling Communications Networks

Today's communications networks are complex webs of disparate, multi-vendor systems that often don't work well together. The result: frustrated network managers who find themselves on their own to solve the problem. The risk: falling behind the competition. The solution: a layered architecture that simplifies operations and increases agility, security, and reliability.



## BUILDING BLOCKS



A typical enterprise network includes contact center systems, videoconferencing equipment, PBX, and UC systems provided by multiple vendors.<sup>1</sup>



**VoIP/UC multi-vendor systems**



**Contact center networks using multiple vendors**

## STUMBLING BLOCKS

Multi-vendor systems can handicap enterprises by increasing costs and introducing security risks and stability issues.



**More expensive**  
**20-30%**

Higher operating cost than single vendor systems<sup>2</sup>



**Vulnerable**  
**\$3.5 B**

Losses from PBX and UC system service theft<sup>3</sup>



**Less reliable**  
**\$700 B**

Lost productivity, revenue, and repair costs from all IT systems outages<sup>4</sup>

## THE AGILITY CONUNDRUM

Industries need networks that can adapt to change without sacrificing performance, but multi-vendor systems can reduce network agility.



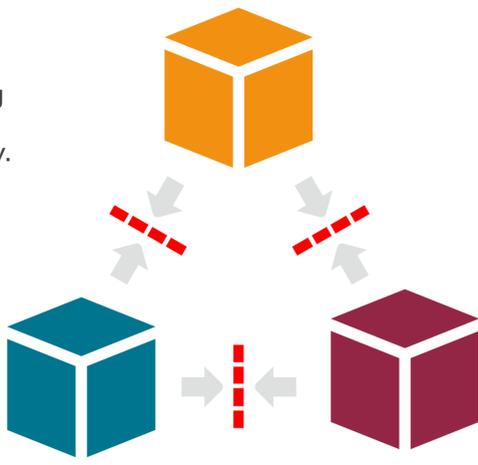
**Interoperability issues**



**Cumbersome to monitor, troubleshoot**



**More difficult to enforce consistent security policies**



## OPERATING IN SILOS

Vendors such as Avaya, Cisco, Alcatel-Lucent, and Microsoft work very well within their product line, but they are known not to cooperate with each other, leaving network managers on their own to fix problems.

**Time-consuming, DIY approach**

**Inefficient**

**Ineffective**



## CONQUERING COMPLEXITY



Enterprises can transform their networks with a layered network architecture from Oracle, a comprehensive approach that turns a jumble of competitors into a flexible, vendor-neutral system.

**Future-focused**  
Easy to scale and add capabilities without fear of obsolescence

**Streamlined**

**Rapid troubleshooting**

## SECURING BENEFITS

Network transformation requires investment, but upgrading to a more flexible infrastructure pays off.



**Efficient<sup>5</sup>**



**65% Reduction**

in MTTR intervals for companies using Oracle's Enterprise Operations Monitor



**338-627% ROI**



**35% Cut**

in FTEs managing IP telephony and UC



**Cost-effective savings** through centralized infrastructure and lower carrier costs



**Financially smart**  
Streamlined dialplan administration and low-cost routing



**More productive**  
• Users are more connected  
• Services are more agile

## SEIZE THE ADVANTAGE



To compete in the NOW Economy, IT leaders know they must invest in a flexible communications infrastructure – one that will meet the demands of today and the challenges of tomorrow. A UC vendor-neutral architecture from Oracle positions enterprises for success. Oracle provides a trusted solution that builds security, reliability, and agility into each element of the infrastructure.

Learn more from the industry leader at [www.oracle.com/goto/noweconomy](http://www.oracle.com/goto/noweconomy)

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[1, 2] Nemertes Research 2016 Contact Center and Customer Engagement Benchmark  
[3] Communications Fraud Control Association 2015 Survey  
[4] IHS Global Insight  
[5] "Business Value Analysis: Oracle Enterprise Operations Monitor (EOM)," Nemertes Research