**ORACLE APPLICATION INTEGRATION ARCHITECTURE FOUNDATION PACK EXTENSION FOR COMMUNICATIONS**

**KEY BENEFITS**

- Integrates Oracle, 3rd Party or custom developed applications on an open architecture
- Accelerates time-to-value with pre-built Communications Enterprise Business Objects and Services
- Facilitates process optimization through pre-built best practice business processes for Communications
- Minimizes integration cost and risk

Oracle Application Integration Architecture (AIA) Foundation Pack enables you to simplify cross-application business process integrations using a standards-based, prebuilt integration solution. Designed to promote rapid deployment, re-usability, and configurability of business processes, AIA Foundation Pack saves significant time, effort and cost in building and managing process integrations while enabling you realize the value of a Service Oriented Architecture (SOA) at an accelerated pace.

AIA Foundation Pack Extension for Communications complements Oracle’s Foundation Pack solution by providing pre-built industry specific content to optimize business processes that are unique to your business. Together, AIA Foundation Pack and Foundation Pack Extension for Communications provide a comprehensive solution for building sustainable, agile composite applications.

**Leverage a Documented Communications Business Process Model**

Oracle Application Integration Architecture for Communications is Oracle’s approach to delivering end-to-end, integrated business processes, applications and technology for the communications industry. Oracle Application Integration Architecture empowers Communications Service Providers to respond to changing market dynamics with greater speed and agility by enabling them to adapt business processes with ease, gain access to more accurate, timely intelligence and deliver innovative, customer-centric services faster.

As part of the Oracle AIA Communications Foundation Pack, we deliver a Communication business process model that describes commonly used industry processes across key operational areas within a Communication company, such as Concept to Launch, Order to Bill, Order to Activate, Trouble to Resolve, Delinquent to Collect, and Agent Assisted Billing Care. You can compare your current processes to Oracle’s business process model before embarking on your integration projects.
Create Flexible Integrations Using a Canonical Model

Oracle AIA Communications Foundation Pack includes application independent Enterprise Business Objects (EBOs) and Services (EBSs), a standards-based reference architecture, programming methodology, and process governance tools, allowing you to create flexible business processes integrations across your Oracle and non-Oracle applications. These integrations can be easily modified or configured, allowing you to quickly respond to business and customer changes. To help you accelerate your integration implementation, AIA Communications Foundation Pack includes 5 pre-built, Industry-specific EBOs:

- **Communications FulfillmentOrder**
  An order generated by the service provider for the goods or services purchased by a customer. The object is used to exchange order data between central fulfillment and edge applications other than provisioning.

- **Communications ProvisioningOrder**
  An order generated by the product or service provider for the goods or services purchased by a customer. The object is used to exchange order data between central fulfillment and provisioning applications.

- **Communications CreditAlert**
  A credit alert is raised to send updates on collection actions between CRM to BRM.

- **Communications ServiceUsage**
  The Service Usage object is used for querying or sending billed usage information for service.

- **Communications TroubleTicket**
  A Trouble Ticket is used for sending order failure information from the central fulfillment systems to the trouble ticketing application in the context of order fallout.

These EBOs are specifically designed for Communications processes and data structure in order to greatly accelerate your integration efforts. They include over 200 attributes allowing you to integrate your Oracle Order Management, Billing and Customer Care systems to many different systems within your IT environment, such as a financials system.
or Network Operations system.

**Built on Fusion Middleware**

Oracle Application Integration Architecture is built on Oracle Fusion Middleware's market leading SOA and BPM products. These products deliver a comprehensive SOA & BPM infrastructure for connecting heterogeneous applications and business partners, managing structured and unstructured business processes and advanced management via a unified framework for governance and monitoring. Learn more about Oracle’s SOA and BPM Products.

**Bottom Line**

Oracle Application Integration Architecture Foundation Pack and AIA Foundation Pack Extension for Communications enables IT organizations to orchestrate agile, user-centric business processes across heterogeneous enterprise applications, at reduced risk and lower total cost of ownership (TCO).

With Oracle Application Integration Architecture Foundation Pack Extension for Communications, you can:

- Integrate front and back office solutions to gain a 360 degree customer view across all channels
- Create durable integrations across Oracle Applications, third-party and custom developed solutions, unifying your application portfolio. These integrations are less expensive because they use SOA and are built using the foundation pack artifacts
- Decrease IT expenses by reusing existing applications to create new composite applications
- Use Oracle’s documented banking and wealth business process models to increase business efficiency and begin building SOA applications to maximize your return on past IT investments
- Create flexible, upgradeable integrations using application independent objects and services tailored to the banking and wealth industries

**Contact Us**

Visit Oracle.com/aia or call +1.800.ORACLE1 to speak to an Oracle representative.

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Learn more about Oracle Application Integration Architecture Foundation Pack