

Empower your Network with Oracle Communications Consulting 5G Managed Services



5G Managed Services Powered by OCC allows you to:

- Introduce advanced preventive maintenance routines through multiple automations and best practices in the industry
- Assure Service Quality through Service Level Agreements (SLA) compliance and reporting, End of Life (EOL) and End of Support (EOS) tracking, Customer Satisfaction Engagement (CSE) surveys
- Improve operational knowledge transfer to enhance the operations of 5G and cloud services
- Structure and model the operational procedures supporting your business processes
- Develop specific needs and customized requirements to automate solutions for network assurance

5G is not only a change in technology but a jump into a new world that implies new cultural operations in business, new processes, new technical skills, and of course new technology. To help telecom businesses bridge the gap between 3G/4G and 5G technologies and gain a competitive edge, Oracle Communications Consulting (OCC) continues bringing innovative ideas and services for delivering the best end-user experience by implementing proactive initiatives based on automation that can free up customer's operations and maintenance areas from operational routines and low-level activities. One such potential service leveraging Oracle expertise in 5G CC platforms is Managed Services. These services let customers experience improvement in the overall operational efficiency, reduction in expenses, and reallocation of key staff to strategic and critical facets of the business. Let's look at this model in detail...

Accelerate Your Network Performance with OCC Managed Services

OCC Managed services are focussed on automatization, based on ITIL, Agile, and DevOps Frameworks that allow 24*7 support from subject matter experts in case of emergencies and critical incidents. In addition, we provide continuous assistance with 5G platform upgrades/updates, and CI/CT/CD support. The services are integrated with KPIs to always ensure the best performance management. The 5G Managed services are defined by four pillars:

1. **Operations Management** is focused on observability and generating enrichment reports. Automated processes as early issue detection and maintenance routines.
2. **Life cycle Management** simplifies NF/Slice deployments and upgrades in multi-environment deployments.
3. **Configuration Management** shortens individual NFs and network slice configuration tasks from the template creation, configuration, automated backup generation, and replication.
4. **Automation Management** – OCC strongly believes that networks, especially in 5G, require a very high degree of automation so the purpose here is to secure as much or as little human intervention as possible and automate all these tasks to reduce/eliminate human error.

OCC Managed Services Support to Optimize your Network Needs!

- **Proactive Support:** Monitor the status of the platform and its micro-services running customizable health checks to validate database, capacity, and POTs running from Kubernetes or the NF itself with Proactive Issue Detection and Notification.
- **Performance Support:** 5G Core KPI analysis and creation support is grouped into three broad categories: Enhanced Mobile Broadband (eMBB), Mission Critical Control (MCC), and Massive Internet of Things (Massive IoT), which are built around the following parameters: Accessibility, Integrity, Utilization, and retention.
- **Reactive Support:** Event, Incident, and Problem Management support with end-to-end follow-up securing a solution to every incident with Root Cause Analysis (RCA) delivery.
- **Lifecycle Management:** Assistance, support, and execution of the NFs and Slice Networks in their lifecycle, from deployment and upgrade to operations and commission.
- **Configuration Management:** Reducing time by automating and simplifying individual NFs and network slice configuration tasks, such as the creation of configuration templates for a single NF, network slices, or private networks. Specific NF's configuration as MACD & CEMLI, ensuring change tracking and backup generation.
- **Software Upgrade Services:** Execution and assistance during software (SW) upgrades and release management. Planning, designing, scheduling, deploying, and ensuring services operation through lab testing, First Network Implementation (FNI) and finally helping you in the rollout.
- **Automation and Optimization Services:** 5G core testing support, especially in the context of multi-vendor deployments, and ultimately helping you become more agile.
- **Security:** Security audit for OCC platforms. Assessments on the current versions and configurations, review and report all critical CVEs (Common Vulnerabilities and Exposures) and CPUs (Critical Patch Updates). Informing the corrective actions to take to mitigate vulnerabilities.
- **Governance:** Service request handling, troubleshooting, and tracking. Regular teamwork approach to review ongoing activities, including but not limited to, Service Requests (SRs) metrics, Root Cause Analysis (RCA), Service Level Agreement (SLA), compliance and system improvement recommendations. Steering committee reviews to assess the benefits of the program and any actions needed.

Handle Network Complexities with OCC Engineered 5G Managed Services:

- Oracle product experience and industry expertise speeding up issue resolution time
- Single Point of Contact (SPOC)
- Direct interface with Oracle Global Support and Engineering
- Follow-the-sun support model
- Modular service portfolio
- Higher platforms reliability and availability
- 5G Monetization
- Bridging the GAP
- Interoperability
- Single Click NF On-boarding

Oracle Supported Platforms

- Policy Control Policy (PCF)
- Unified Data Repository (UDR)
- Binding Support Function (BSF)
- Network Repository Function (NRF)
- Network Exposure Function (NEF)
- Network Slice Selection Function (NSSF)
- Service Communication Proxy (SCP)
- Security Edge Protection Proxy (SEPP)
- Network Data Analytics Function (NWDAF)

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