

# Embrace your Journey to Digital and Cloud with Oracle Communications Consulting



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 the 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-think 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.

## Ensure a quick, reliable, and secure transformation with Tool-based methodology

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

## What we Offer

### 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

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.
- 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.


## Unlock your digital transformation journey with Oracle Communication Consulting


Deployed and management by OCC experts based on proven methods and processes, Oracle allow customers to achieve desired outcomes while avoiding complications involved with carrier service enablement and unforeseen complications. Customers can rely on repeatable policies and procedures based on worldwide Oracle Communications products and solutions deployments. OCC is 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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