ORACLE

Oracle Communications Consulting (OCC) Managed Services help enterprises get the most out of OCSS Cloud

For well over a decade, Oracle Communications Session Border Controllers have led the industry in protecting IP communications networks against all forms of Denial of Service attacks. Now, Oracle Communications Security Shield Cloud (OCSS Cloud) extends our commitment to securing your enterprise infrastructure by assessing the authenticity of each individual call traversing your network – and by taking appropriate action when telephony fraud occurs.

Europol says the cost of telephony fraud to enterprises is over $31B per year. Other experts cite that 45% of companies experienced 3 or more attacks in the last year, and cyber security losses for large firms rose 18-fold to $395k per incident, while 61% of fraud events can be traced back to contact centers.

The great news is that enterprises can rely on Oracle Communications Consulting to ensure that the actions taken by OCSS Cloud are evidence-based and appropriate. OCSS Cloud uses a sophisticated data analytics engine to make real-time call treatment decisions. Levels of protection are controlled through policies and rulesets for which the setup and ongoing configuration depend upon a clear interpretation of data analysis. This requires an advanced level of expertise and experience that we bring to your organization from the outset, and continue to deliver and maintain annually to keep your communications network secure.

ORACLE COMMUNICATIONS CONSULTING ACTIVATES OCSS CLOUD

Using our in-depth knowledge of call flows, our Consultants are equipped and ready to secure your network. Our team is highly experienced with the OCSS Cloud configuration procedure and can significantly accelerate the process for you – and have your enterprise up and running in no time!

POLICIES AND CALL TREATMENTS RIGHTSIZED FOR YOUR ENTERPRISE

OCSS Cloud performs dynamic risk assessments to validate every call traversing your network, automatically enforcing policy-based call handling. But these real-time decisions are based on a set of traffic policies and rulesets that are calculated from a comprehensive examination of your traffic. During the crucial initial analysis and design, there will be a huge benefit to your Enterprise to leverage Oracle Communications Consulting expert knowledge of telephony call flows and experience implementing security rules and policies for thousands of customers globally. Our Consultants apply best practices and procedures against enterprise call data to decipher deceitful call patterns; to identify suspicious calling criminals use

Oracle Communications Consulting maximizes your Investment into OCSS Cloud by:

- Installing, configuring and deploying OCSS Cloud
- Ensuring that OCSS Cloud policies and rulesets are taking appropriate action on telephony fraud within your enterprise
- Providing trend analysis, threat/risk assessment, data interpretation, configuration tuning and policy adjustments to keep your network safe and secure
- Providing comprehensive Managed Services for the ongoing management, operation, and maintenance of the OCSS Cloud

maliciously. Safeguards against these conditions are then encoded into your OCSS Cloud policies and actively managed and maintained by OCC for maximizing protection.

OCC SERVICES KEEP YOUR ENTERPRISE SAFE

As your enterprise voice traffic evolves, so must your OCSS Cloud configurations. It is important that OCSS policies undergo regular configuration reviews and that adjustments are made in response to OCSS analytics and traffic trends.

You can count on Oracle Communications Consulting's subscription-based Managed Services program to provide the program leadership necessary to keep your services optimized and operational. Being that your Oracle Communications Session Border Controller (SBC) is the enforcement point for OCSS initiated actions, our expertise with the SBC portfolio will be invaluable to your organization. Our active trend analysis, data interpretation, and experience with OCSS Cloud will keep your enterprise safe.

Oracle Communications Consulting Managed Services offers your enterprise:

- Expertise with Session Border Controllers and associated Oracle Communications products
- Unparalleled 24x7x365 troubleshooting and incident resolution capabilities
- Project leadership and management skills critical to your success
- Mission critical support for operational activities and issues
- Change management, software release management & more
- Executive reporting, alerting, and dashboards

THE MANAGED SERVICES ADVANTAGE

GLOBAL SERVICE DESK	PRODUCT INTEGRATION & SUPPORT	INFRASTRUCTURE, GOVERNANCE & ENABLEMENT
• 24x7x365 Incident Management • Proactive Monitoring • Automated Data Collection • Root Cause Analysis • Configuration & Security Parameter Audit and Optimization	• Installation, Configuration, & Implementation • Architecture & Design Guidance • Trend Analysis, Data Interpretation, Configuration Tuning, Policy Adjustment • Change Management (MACDs) & Feature Enablement • Software Release Management & Application	• Custom Reporting & Alert Setup • Executive Dashboard • Quarterly Business Review • Project Governance • Knowledge Transfer Sessions

TRUST THE EXPERTS

By configuring network elements to communicate with OCSS Cloud, and by assisting with the interpretation of data, rulesets and actions on an ongoing basis under our Managed Services program, our Consultants ensure that OCSS Cloud offers enterprises the best defense available against telephony fraud. With over 3000 enterprises worldwide trusting Oracle to secure their voice networks, you can rely on Oracle Communications Consulting to accelerate the deployment of OCSS Cloud, and to ensure that it accurately intercepts and takes appropriate action against criminal behavior perpetrated against your organization.

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