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Data Sheet

Oracle helps organizations keep networks working

These days, a reliable communications infrastructure is essential to the success of any organization. Call centers and e-commerce models have become integral to companies' revenue streams; work-at-home strategies are moving networks in new and innovative directions. The only thing that is constant is change.

Enterprises and service providers depend on stable, reliable networks in order to deliver products and services to their customers. The challenge is that the pace of change forces them to constantly pivot and accommodate new business requirements. This pace deemphasizes critical configuration verification activities and network testing. When companies don't pay proper attention to security configurations, network capacities, and call flow efficiencies, they eventually suffer service impacting issues.

Oracle Communications Consulting's Network Insight suite of services is intended to address these gaps. We give organizations peace of mind that their network can handle the demands of the present while preparing for the needs of the future.

What is Network Insight?

Network Insight is an OCC-driven collection of services and capabilities whose overall goal is to improve network reliability, security, performance and scalability. Network Insight is centered around two key areas of focus: **data analysis** and **network testing**.

While the Network Insight service portfolio is organized into these two phases, the program is highly customizable; service offerings are always tailored to suit the specific needs of our customers and the demands of their business.

Data analysis

Our Consultants constantly see customers running device configurations that have been left untouched for many years despite tremendous network growth and the addition of new service offerings. This is unfortunate because these lapses of attention can lead to network issues – even outages.

With Network Insight, we evaluate the hardware and software levels of every Oracle network element. We conduct hardware upgrades, software upgrades, painstaking configuration reviews, call flow reconstructions, and Header Manipulation Rule (HMR) optimization exercises. We establish "Golden

"Our network carries critical 911 traffic, so every upgrade must be a complete success: failure is not an option. Oracle Communications was able to model our network and call flows and provide us assurance that our SBCs would operate as expected on the next software release."

- Director Telecom Engineering for a U.S. service provider

Data analysis consists of:

- Configuration health checks
- Configuration optimization
- Golden configurations
- Security hardening
- Header Manipulation Rules (HMR) optimization

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Configs" for our customers: best practices that are tailored to the customer's own unique environment and service offerings. These Golden Configs serve as the baseline for all quality testing, both in the customer lab as well as within Oracle's test environments. The end result is a network that operates with the utmost security and efficiency as possible.

Network testing

By modeling the customer's network and call flows, OCC can evaluate performance, scalability and security. Interoperability testing ensures that specialized feature sets behave as expected in a multivendor environment. More often than not, we can intercept and correct interoperability issues with configuration strategies such as Header Manipulation Rules – a powerful feature of Oracle's Session Border Controller. And by simulating live traffic, we can evaluate configuration strategies and identify any potential gaps in Go-Live planning.

Customers often come forward with unique problems for which the solution can only come about through configuration analysis and network testing.

Network testing consists of:

- Custom call flow testing
- Capacity, scalability and performance testing
- Interoperability testing
- Service launch and upgrade staging
- Addressing unique problems

What comes after Network Insight?

Networks evolve and grow; they require a constant level of attention. Oracle Communications Managed Services is built to address the need for post-production assistance. As part of our Managed Services offering, we run Network Insight activities throughout the year; this approach helps to avoid costly service impacts which can be damaging to your reputation.

Trust the experts

Network Insight is about delivering peace of mind. Proactive preparation and testing significantly reduces reactive damage control. OCC has helped customers to achieve configuration optimizations resulting in 95% reduction in SIP error codes; HMR optimizations that recovered 4% of SBC capacity; and many service restorations – situations where we have secured configurations and have brought SBCs back into service in the wake of an outage.

Thousands of enterprises worldwide trust Oracle to secure their voice networks. Our Consulting organization has spent over two decades using SBCs to bridge communications networks together. You can leverage our experience and expertise to ensure that your network stays healthy and operational despite the many demands that are placed upon it. Oracle Communications makes networks work – and we keep them working..

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