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Oracle Communications Consulting Managed Services

Oracle Communications Consulting (OCC) Managed Services offers a modular and flexible portfolio comprising of a set of activities that are customized to our customer´s specific needs. The niche market for these services is the Telco Service Providers and Enterprise Businesses who often look for ways to improve their Operations and Maintenance (O&M) processes and performance metrics.

The ultimate goal is to boost our customers´ satisfaction and perception of the OCC platforms by enhancing their robustness and reliability, as well as the overall support quality. All this in turn will also improve our clients´ end-users experience.

Moreover, Managed Services adds value by leveraging Oracle expertise in the OCC platforms as well as their knowledge of other technologies and products in the Telco/Networks industry gained from the experience delivering projects for Enterprise industry and large Service Providers worldwide. This gives our customers an edge over competitors who do not have access to this service.

Service Overview

OCC Managed Services is delivered by Consultants working cooperatively with the customer's O&M team. The Managed Services team is made up of onsite technical Engineers with specialized knowledge and expertise on OCC products. A plus and key differentiator of the Managed Services program is the Single Point of Contact (SPOC) / Service Delivery Manager (SDM) role as they liaise with Oracle Global Support and Engineering groups on behalf of the customer during major incidences or critical events. In addition, there is a back-end remote team delivering Sustaining Services including monitoring, Service Requests follow-up and 24/7 emergencies assistance.

In the OCC Managed Services framework customers raise requirements though the relevant service workflow channels – i.e. SPOC, Mailing Lists and the Interactive Voice Response (IVR) system. In addition our customers have access to a User Interface Web Portal which enables them to see valuable information in real time such as system Key Performance Indicators (KPIs), system status information, Business Intelligence among others.

Service Details

OCC will deliver the following activities as part of the Managed Services scope:

Highlights:

- Service Management based on ITIL v3 framework

- Technical Documentation for Level 1 and Level 2 Operations

- Assistance with OCC platform upgrades

- Maintenance Windows assistance

- Service Request support and follow-up

- 24-hour support dedicated team for major/critical incidences

- Preventive Routines: Health Checks, KPIs analysis, Platform capacity and performance

- Automatization and optimization of procedures - Portal

- Monitor, troubleshoot and resolve issues

- System audits and Hardware field replacements

- Service Quality Assurance: Service Level Agreements (SLA) compliance and reporting, End of Life (EOL) and End of Support (EOS) tracking, Customer Satisfaction Engagement (CSE) surveys

- Support for 3G, 4G and the transition towards 5G including VNF's and Cloud Native environments.

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- Assistance, support and execution of operational routines and maintenance tasks. Work order management: Maintenance Windows, MOPs preparation and execution

- Service Requests handling, troubleshooting and tracking

- Execution and assistance during Software (SW) Upgrades and Release Management

- Carry out functional tests requested by the customer O&M team – e.g. Use Cases for PCRF

- System audits and corrective actions and Hardware fix/replacements

- In-depth analysis of platforms "KPIs", Health Checks & operational procedures in order to identify and mitigate potential risks. Assessment of platform capacity and performance, policies and configurations. Contingency plans design and testing

- Automatization of routines and technical procedures aiming to optimize O&M processes and administration through the Managed Services Portal

- Problem troubleshooting, Root Cause Analysis (RCA) delivery and recommendations. Assess and identify security threats that could impact the performance of the system

- Knowledge Transfer to the customer´s O&M teams regarding platforms operational routines, SW releases and industry best practices among others topics

- 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

Since its inception, the Managed Services program has developed tools, best practices and a Service Management framework focused on O&M related functions. With the addition of automatization tools developed in-house, such as The Managed Services Portal, customers have become more attracted by this service due to the benefits it brings to their operations and business.

Key Benefits

- Oracle product and over 20 years of 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

Oracle Supported Platforms

- Oracle Communications Policy and Charging Rules Function (PCRF)

- Oracle Communications User Data Repository (OCUDR)

- Oracle Communications Eagle

- Oracle Communications Performance Intelligence Center (PIC)

- Oracle Communications Diameter Signaling Router (DSR)

- Oracle Communications Session Border Controller (SBC)

- Oracle Communications Operations Monitor (OCOM)

- Oracle Communications Services Gatekeeper (OCSG)

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