ORACLE COMMUNICATIONS CONSULTING - JOURNEY TO DIGITAL AND CLOUD

The advantages of cloud service adoption and a drive towards customer engagement model tailored as per individual preferences, have forced most service providers to re-think their legacy OSS/BSS architecture. While these initiatives come with the promise of reducing cost of operations and increasing customer acquisition/retention process, they do require a methodical approach to see through the transition. Transition to cloud and digital engagement must integrate the architecture roadmap, process change and a clear way to measure the benefits. Oracle Communications Consulting (OCC) have developed a tool based methodology to assist service providers through this journey. 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.

AN OVERVIEW

We at OCC strive to guide our customers through a smooth transition to cloud and also enable rapid and risk-reduced transformation to a digital experience. To facilitate this transition, we have developed methodologies and tool sets that have matured through implementations at CSPs across the globe. Our consultants are industry experts who can guide you with implementation, integration and migration of your Oracle Applications, whether on premise or on cloud, cost effectively and efficiently. Along with the quality of consultants, the diversity of expertise we offer is something on which you can rely. With a formidable team of Architects, Engineering teams, Implementation teams, Testing teams, Managed Services personnel and Project Managers ready to guide you in different aspects of a project, engaging with OCC will definitely help you optimize your own resource and operational expenses without affecting quality of delivery. We have dedicated consultants ready to support offshore and have access to strong and reliable support from core Oracle engineering teams. This collaborative

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

KEY 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

approach and has enabled OCC to build a strong knowledge base and experience in the field of 5G, IoT, Cloud Native and other digital and other disruptive business applications that would be of interest for a CSP on a digital transformation.

Working with such a range of customers, applications and environments has allowed us to build a comprehensive set of collateral that describes best practice in implementation, process, operation and adoption of modern solutions. This collateral forms an integral part of our methodology. It both guides our approach to each engagement and defines the anticipated outcomes and deliverables.

WHAT WE OFFER

OCC will offer the below services in the context of journey to cloud and digital transformation**:**

- Solution Driven Design (SDD) to guide customers through process change. SDD will simply business processes, reduces the cost of customization, and follows TMF's eTOM

- Leverage Oracle's True Cloud Methodology (TCM) to manage risk and time to market. TCM is a methodical approach to:

    o Engaging key stake holders through business process definition

    o Focus on specific local market requirements and change management

    o Refine the target process and architecture,

    o Enable change through process change and configuration

    o 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

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