ORACLE®

Get It Right the First Time with Oracle Communications Consulting

Start Your Transformation Success Story Today

Chapter 1 | **The Time to Transform Is Now**

Competition Within the Communications Industry Will Only Get More Intense.

Video—*Brendan Logan, Group VP, Oracle Communications Consulting*

With massively increased competition, rapid growth of disruptive technologies, and constantly changing regulatory mandates, only those companies that can effectively transform their businesses will thrive.
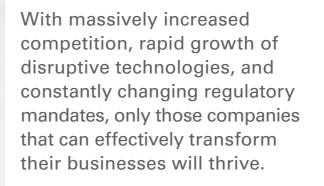
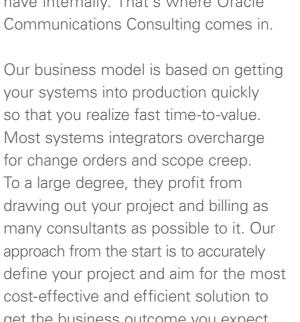### Doing what you've always done is no longer an option.

Business transformation isn't easy. It's about upgrading your applications and network, and streamlining your processes. It's about making fundamental changes to the way you do things—and that can be tough. Getting the right combination of people, process, and technology in place requires knowledge, experience and insight that most organizations don't have internally. That's where Oracle Communications Consulting comes in.

Our business model is based on getting your systems into production quickly so that you realize fast time-to-value. Most systems integrators overcharge for change orders and scope creep. To a large degree, they profit from drawing out your project and billing as many consultants as possible to it. Our approach from the start is to accurately define your project and aim for the most cost-effective and efficient solution to get the business outcome you expect.

Our expertise in implementing complex, large-scale business transformations can't be matched. Nobody knows the industry better than we do; nobody knows the Oracle Communications solution portfolio better than we do; and nobody knows how to manage business-transformation projects better than we do. We have the skills, the tools, and the delivery capabilities to ensure you can optimize your technology and operations, letting you focus on delivering the innovative products and services that will help your business thrive—today, and into the future.

This e-book is a short introduction to Oracle Communications Consulting, and summarizes how we can help you get more value, more quickly, from your Oracle Communications investments. You'll find links to further resources and ways to get in touch with us on the last page.

Oracle Communications Consulting Delivers Unmatched Resources and Intellectual Capital.

We have over 1,000 consultants with the deepest Oracle applications and network expertise—building an incredibly deep Oracle solutions reference implementation library, ensuring that nobody comes close to knowing our solutions like we do.

And, unlike other consulting firms or systems integrators, only Oracle can provide consulting resources that are solely dedicated to Oracle's communications solutions. Our concentrated core of expertise comes from thousands of successful implementations and upgrades worldwide.

We bring a growing portfolio of proven best practices and project accelerators to each new project. This results in shorter timelines, lower costs and increased project success. Our global presence means you get the delivery options that best suit your business needs—our onsite consultants and Global Solution Centers provide the knowledge to help you meet your objectives in the fastest, most cost-effective way possible.

Only Oracle Communications Consulting has direct relationships with every other part of Oracle, from product development to customer support and R&D.

An engagement with our consultants will dramatically reduce the time, risk, and complexity of implementations and upgrades. It will also optimize the performance of all your Oracle Communications solutions, giving you the agility to innovate and thrive while evaluating the rapidly changing communications technologies market.

This gives us unique insight into the Oracle product roadmap, and lets us help you get everything you need from Oracle.

Oracle Communications Consulting Delivers

+ Solutions built with the future in mind with our unique Oracle roadmap insight
+ The fastest time to value with proven project accelerators and reusable assets
+ Low-risk delivery with unrivaled experience
+ Complete implementation support with onsite and remote resourcing options, and consultants fluent in your language
+ Seamless access to Oracle resources and a single point of accountability

"Oracle Communications Consulting helped us get maximum functionality right out of the box and allowed us to complete our implementation quickly with low risk. Oracle Communications Consulting's deep expertise was instrumental in our success." **Large Chinese Mobile Operator**

Chapter 3 | Comprehensive Services Portfolio

With a Comprehensive Portfolio of Consulting Services, Oracle Communications Consulting Offers Everything You Need for Successful Transformation Projects.

Transformation projects may include strategy consulting, solution deployments, and post-implementation services. Throughout the lifecycle of your transformation—whether you're looking to move your on-premises technology to the cloud, or to converge your IT and network infrastructure—we're here for you as long as you need us.

The Path to Business Transformation Choose the Right Strategy

Our Strategy Consulting team draws on deep expertise from transforming businesses to help you define the right strategy to meet your short-, medium- and long-term objectives. With Strategy Consulting services from Oracle Communications Consulting, you will:

+ Optimize your offerings based on deeper insight into emerging market trends such as the convergence of your IT and network strategies
+ Innovate your business model and pursue untapped revenue streams
+ Architect your network design to improve agility, reduce cost, and scale for future growth
+ Accelerate delivery of new services with improved technical know-how
+ Reduce costs by taking advantage of new operating models
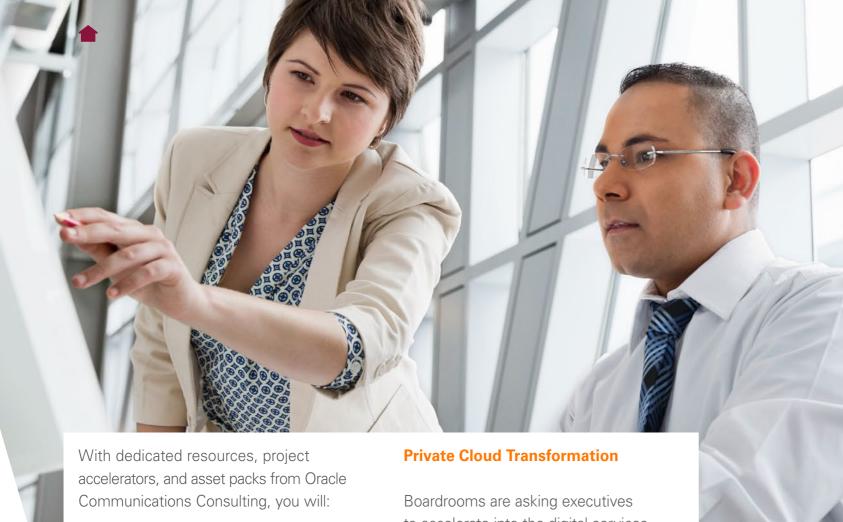
Deploy the Best Processes and Assets

Most system integrators focus on *feature design,* which can lead to exploding costs and project delays. We feel that *solution-driven design* is the most effective way to transform your business. This approach holistically looks at your business objectives for both now and the future.

We help you meet those objectives by crafting a thoughtful, organized plan that is simple to execute.

Our team has built a library of reusable business processes and assets based on thousands of customer engagements across the globe—all proven to accelerate project delivery and ensure you get maximum return from your Oracle investments.

With dedicated resources, project accelerators, and asset packs from Oracle Communications Consulting, you will:

+ Reduce project risk with business processes that are proven to work the first time
+ Access a dedicated multimillion-dollar network test lab
+ Ensure service predictability, quality and scalability with reusable design blueprints
+ Slash project timescales with toolkits designed for Oracle Communications solutions
+ Get more value sooner with simplified configuration and less customization

Private Cloud Transformation

Boardrooms are asking executives to accelerate into the digital services economy. Oracle Communications Private Cloud Services can power your leap over the competition. We provide fully secure and hosted private cloud solutions to improve your business agility, reduce your costs and minimize the need for highly specialized resources that maintain your legacy systems.

In a private cloud we design specifically for you, we can put into production a fully functioning concept-to-cash-to-care system in as little as three months. The subscription business model optimizes CapEx and OpEx whilst mitigating risk. Whether you are looking to transform your convergent charging systems or embarking on a new business venture, Oracle Communications Private Cloud Services can efficiently get you there—all with the power, flexibility, and security of Oracle Cloud.

Implement Powerful Solutions

From proof of concept to delivery, our consultants work to ensure that your Oracle solution provides the performance and functional benefits you expect. With our Implementation and Deployment Services, you will:

+ Get the best expertise with a highly experienced team focused on your Oracle solutions
+ See rapid results with preconfigured and optimized out-of-the-box functionality
+ Obtain 24/7 access to network and applications experts
+ Lower costs with a flexible deployment approach and faster delivery times
+ Minimize risk with a single point of accountability from concept to go-live

Get the Support You Need

Oracle Communications Consulting offers a wide range of Post-Implementation Services (OCCPI Services), which can be tailored to your specific business needs and ensure you get full value from your Oracle systems. OCCPI Services allow you to:

+ Optimize systems performance with comprehensive analysis, tuning and monitoring
+ Ensure smooth operations with healthcheck services
+ Access a complete suite of network-assurance consulting services that will help prevent network attacks and provide benchmarking insights
+ Liaise with an expert consultant as a single point of contact within the Oracle support organization
+ Easily transition to the latest Oracle technology, with upgrade assessment, planning and rollout services
+ Free your people to innovate by using our efficient managed services

"Designing, launching and managing cloud services is complex and fraught with integration issues that can add weeks to the introduction of a new service. However, with Oracle's solution, we are able to launch compelling services in hours, with the right technology in place to support our business as it continues to evolve." **Major UK-Based Communications Technology Company**

Chapter 4 | A Unique Approach

At Oracle Communications Consulting, We Bring All Skills to Bear on Each Customer Engagement to Ensure You Get the Most Value from Your Investments in Oracle Products.

Our unmatched knowledge and experience, along with a single-minded focus on Oracle Communications solutions, mean we can take the risk and complexity out of implementations in ways that other vendors simply can't match. Having your solution implemented by the same company that makes it, sells it and supports it: it just makes sense.

Our services are designed to keep implementation costs down, and to ensure costs stay down for future upgrades and ongoing support. Unlike systems integrators, we don't need to stay onsite with you for long or unnecessary periods of time, developing patches or camping out in your facility to manage highly customized and unstable code that nobody else can maintain. Essentially, our primary incentive is to make sure your Oracle solutions are designed, implemented and supported in the most efficient manner possible. In fact, we view costly change orders as a breakdown in initial solution design and a lack of understanding of your business goals. And although we're always here when you need us, our goal is to ensure you're positioned to innovate and thrive.

Configuration, Not Customization

Our unmatched Oracle knowledge and unique access to all of Oracle's resources allow us to deliver solutions that are configured to perform out of the box, and reduce the need for time-consuming and costly customizations.

Our library of proven industry and technical best practices means that when you implement with Oracle Communications Consulting, you know that everything is set up to work together seamlessly from day one.

That means implementations happen faster, upgrades are simpler, and your organization becomes self-sufficient quickly, allowing you to focus your resources on the innovations that will transform your business.

Flexible Delivery

The reason we've been part of so many successful implementations is that we operate a completely flexible delivery model. We work with you to determine the right model for your needs, whether it's with our consultants onsite, through one of our Global Solution Centers, or a blend of onsite and offsite resources.

While Oracle Communications Consulting is not a systems integrator, nobody knows Oracle Communications solutions better than we do, and we work closely with partners and systems integrators to deliver solutions that fit your requirements.

We can lead the implementation, take joint ownership of the project alongside a systems integrator, or even work as a subcontractor to the systems integrator, accelerating the implementation of your Oracle Communications solutions. We're here to help you transform your business in the way that offers you the most value at the lowest cost.

"Oracle Communications Consulting provided us with immediate expertise and an understanding of our business objectives. With extensive knowledge of our BRM application they were able to complete our billing system upgrade quickly, providing us access to the latest software functionality and features right out of the box, and improved supportability leading to better stability and performance."
Large Australian Mobile Operator

To Minimize Cost and Risk, and Ensure Benefits Are Realized as Quickly as Possible, Your Transformation Program Must Be Clearly Defined, Structured, and Tailored to Your Needs.

Built on solution-driven design principles, strict methodology, and our unrivaled implementation experience, the Oracle Communications Consulting Transformation Framework is designed to guide you quickly, safely, and simply through most transformation challenges.

That's why we've created the Oracle Communications Consulting Transformation Framework.

Getting transformation right the first time means identifying and understanding the links that exist throughout your entire business architecture. The Oracle Communications Consulting Transformation Framework promotes a clear, holistic view of transformation:

+ Accelerating time to market with a set of tools and collateral built to streamline implementations
+ Providing an absolute focus on solution-driven (not product- or feature-driven) design

+ Driving consistency and continuity with a broad range of reusable assets—including test plans and templates—to support all implementation phases for your network and application solutions
+ Future-proofing upgrades with the benefit of our unique insight into Oracle product roadmaps, and unmatched understanding of Oracle product design rules
+ Lowering operating costs with a unified approach to simplifying both IT and business processes
+ Maximizing transformation success with framework components that have been integrated and optimized to help you get the most from our comprehensive, highly flexible solutions

"In 2014, Oracle won the TM Forum Solution Excellence Award. The Forum's awards seek to highlight service providers and vendors that demonstrate commitment to the evolution of the industry through support, adoption and advances in critical industry standards. We are honored that our contribution to the industry has been recognized in this way."
Brendan Logan, Group VP, Oracle Communications

Transformation Governance

Oracle Communications Consulting draws upon many years of working with customers around the world on complex transformation programs to deliver robust transformation governance services.

By employing industry insight, comprehensive delivery capabilities, and sophisticated analytical tools, we ensure that all projects are focused on meeting specific business needs while delivering effective risk management.

With our transformation governance services, you can streamline project timeframes and see the impact of changes before they happen, helping you:

+ Simplify transformation with an integrated business architecture linking IT systems, business processes, and data models

+ Mitigate risk by using powerful analytical tools to build the best implementation model for your business
+ Ensure effective governance with a business architecture linking program management with value and risk assessments

The Full Benefit of Transformation

We don't simply have the power to enable your transformation—we have unmatched tools and skills to guide, optimize and accelerate your transformation, streamlining processes, introducing best practices, and maximizing its immediate and long-term benefits.

Oracle Communications Consulting Delivers

When it comes to the solutions themselves, organizations demand application and network solutions that:

+ Are flexible enough to support an increasingly large and diverse set of service offerings and market segments
+ Aren't prohibitively expensive to configure and implement in their environments
+ Are designed with the future in mind

Savvy organizations value a partner who develops solutions with the flexibility to support a diverse set of services, and one who has access to a set of tools and assets to accelerate their implementation through solution-driven principles.

Organizations should also ensure products are being future-proofed through strict adherence to product design rules, risk management, and transformation governance.

Each company's current situation, priorities and objectives are unique. The creation and implementation of any transformation program must take into account a huge range of individual factors, from the organization's business model and the scope of the business processes to be transformed, to the maturity of its systems and process documentation.

Transforming for the future is rarely straightforward. But with the right solution partner, smart planning and dedicated support, organizations can actively drive their programs towards success—gaining the full benefits of transformation, and doing so faster than the competition.

Listen to How Operators Are Transforming Their Business via Private Cloud

Chapter 6 | Why Oracle Communications Consulting?

Unmatched Knowledge; Unique Product Roadmap Insight; the Most Comprehensive Portfolio of Consulting Services; a Completely Flexible Delivery Approach—When You Put It All Together, the Choice Is Simple.

"Oracle Communications Consulting helped us significantly reduce the amount of time it takes to launch new services and provide flexible billing options. We could not have done this without their experts working with our team, providing leadership and a single point of accountability throughout the implementation." **Leading Canadian Service Provider**

Oracle Communications Consulting has helped transform communications companies around the world, enabling them to get maximum value from Oracle Communications solutions. Only Oracle Communications Consulting offers the skills, experience, global reach, and delivery flexibility to help you:

+ Accelerate time to value with optimized performance right out of the box
+ Lower total cost of ownership with easier upgrades and fewer customizations
+ Reduce risk with proven best practices and productivity toolkits
+ Enable rapid innovation by freeing resources for high-value projects
+ Boost revenue and profit by responding rapidly and effectively to new opportunities

Our services are all designed with one goal in mind: helping you to optimize the value you get from your Oracle Communications investments, making it simpler to focus your efforts on delivering innovations that disrupt the market and allow your business to thrive.

Find out More

Further Reading

+ More about Oracle Communications Consulting

+ Oracle Communications Products & Solutions

+ Oracle Communications Consulting
Transformation Governance Service

Videos

+ Verizon Telematics Goes Global with
Oracle Communications Solution

+ Hathaway Business Systems Transformation with
Oracle Communications Consulting

+ SiriusXM Realizes Extreme Scalability with
Oracle Communications BRM

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