

COMMUNICATIONS

Unlock Endless Possibilities

Enabling a resilient and modern organization for the journey ahead



Communications

Communications companies must optimize existing operations, enhance customer experiences, build programmable networks, expand enterprise services, and offer industry-specific solutions. They must automate, boost margins, partner effectively, and standardize and expose networks via APIs to pave the way for the modern digital world. They should expand into new industries with communications-enabled applications to diversify and boost revenue.

Key imperatives for communications

- 1 Optimize existing business
- 2 Enhance customer experiences
- 3 Modernize the network
- 4 Expand enterprise services
- 5 Rewire for new business models
- 6 Transform verticals with real-time communications



Forces shaping the communications industry

INDUSTRY CHALLENGES

Lack of customer centricity hinders growth

Telco operators must rise to the challenge of launching innovative products and services across all channels with accurate capture, efficient orchestration, and flexible monetization—while also increasing customer loyalty through intelligent, personalized, and proactive care that delivers a differentiated digital experience.

Outdated technology hurts scalability

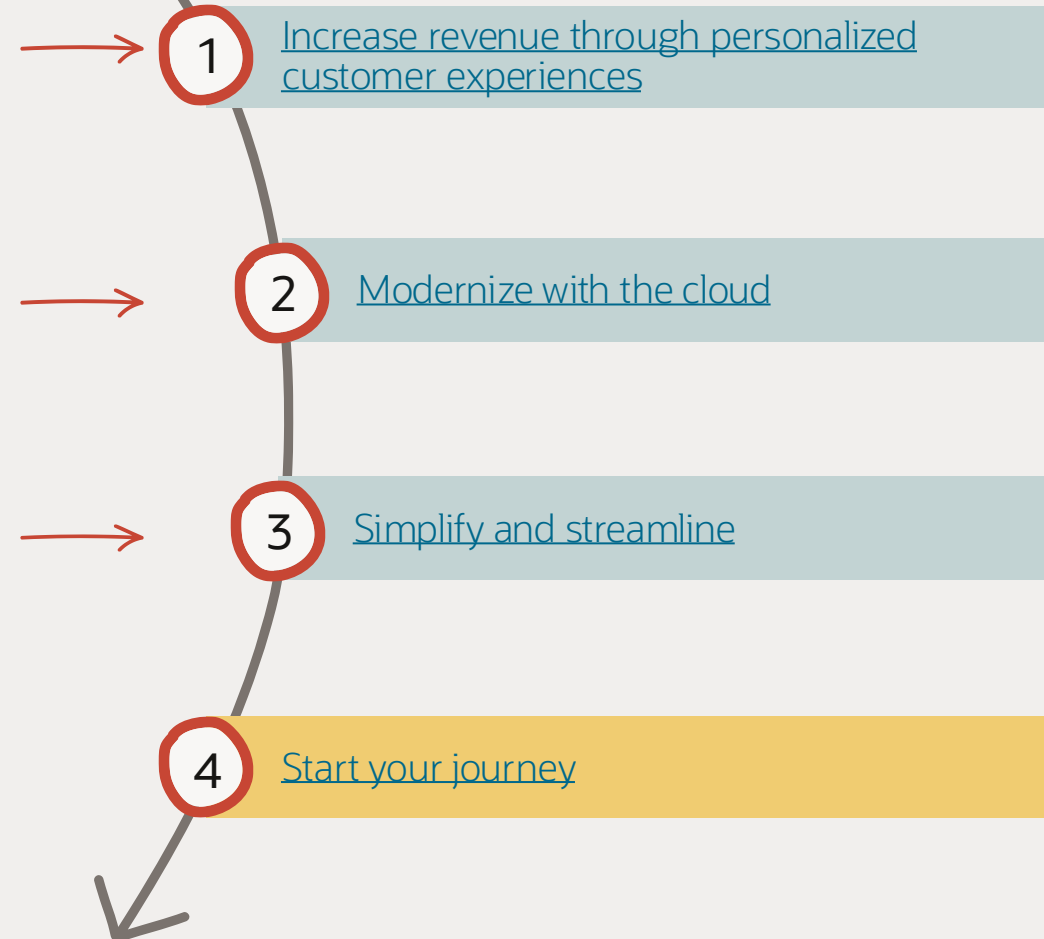
Telco operators must deploy secure, cloud-native 5G technology, satisfy ever-growing demands for network speed, and unlock network slicing opportunities. They must modernize enterprise systems that limit business operations, speed, and profitability.

Network complexity stifles the use of AI

Telco operators must tackle the complexity of modern networks by seamlessly integrating and orchestrating diverse voice communications, network services, and voice AI technologies—allowing for a streamlined, high-performant environment to help meet evolving customer demands.

VISION OF SUCCESS

Click on a section to learn more.



1: Increase revenue with autonomous and hyper-personalized customer experiences

By implementing AI-powered customer experience management, service providers can automate the personalization of experiences throughout the customer lifecycle and stimulate profitable revenue growth.

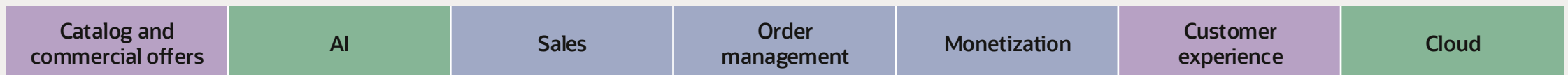
Recommended actions:

- Lower operating costs
- Increase customer lifetime value
- Lower subscriber acquisition costs
- Identify new revenue streams
- Market, sell, fulfill, monetize and serve efficiently with AI-powered experiences

How to get started:

- Rationalize and consolidate IT systems
- Create a single source of data
- Build a complete, unified customer view
- Embrace intelligent automation
- Optimize decision-making with intelligence

Oracle capabilities enabling strategic goals



2: Modernize with the cloud

With evolving market demands and the transition to cloud native 5G technologies, telecom operators must implement solutions that optimize operations and monetize new business models.

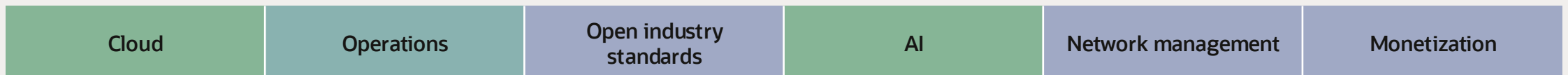
Recommended actions:

- Deploy trusted, cloud native 5G technology
- Deploy the next-generation mobile network with best-in-class solutions
- Automate the core to bring new services to market faster
- Create a robust signaling framework to future-proof the traffic
- Modernize outdated business applications
- Use agentic AI to automate routine tasks

How to get started:

- Efficiently operate the networks and develop new applications for enterprise customers—all on a performant and cost-effective cloud platform
- Use analytics and automation for an optimized service and network experience
- Build tailored 5G network policies, improve 5G quality of service, and introduce and monetize new services
- Manage network at scale by providing routing control, resiliency, security, and observability to the 5G core network

Oracle capabilities enabling strategic goals



3: Simplify and streamline

Managing voice network operations has become more complex than ever, while at the same time conversational AI is fundamentally changing the way businesses and customers connect. Service providers must reduce complexity and achieve a future-ready, intelligent communication landscape to make sure they fully capitalize on the benefits for their customers.

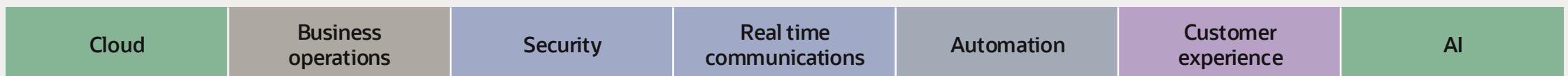
Recommended actions:

- Simplify the integration of disparate voice and AI solutions
- Integrate AI seamlessly into the voice network and workflows
- Enhance operational efficiency with voice network AI-driven operations

How to get started:

- Ensure workflows and logic are aligned with existing business priorities
- Maximize existing investments and maintain compatibility and scalability by prioritizing integration with current network elements
- Embrace advanced AI models and automation rules to improve issue resolution time and network reliability

Oracle capabilities enabling strategic goals



Internal questions to get going

Data

Do we have the data we need to make the right decisions?

How easily can we derive actionable insights from our customer data?

How consistent are our customer experiences?

Cloud adoption

Is our core network enabled to rapidly respond to new and emerging opportunities?

How can we use the cloud to rapidly launch new services with agility?

Where can we reduce complexity through automation in the network?

AI readiness and innovation

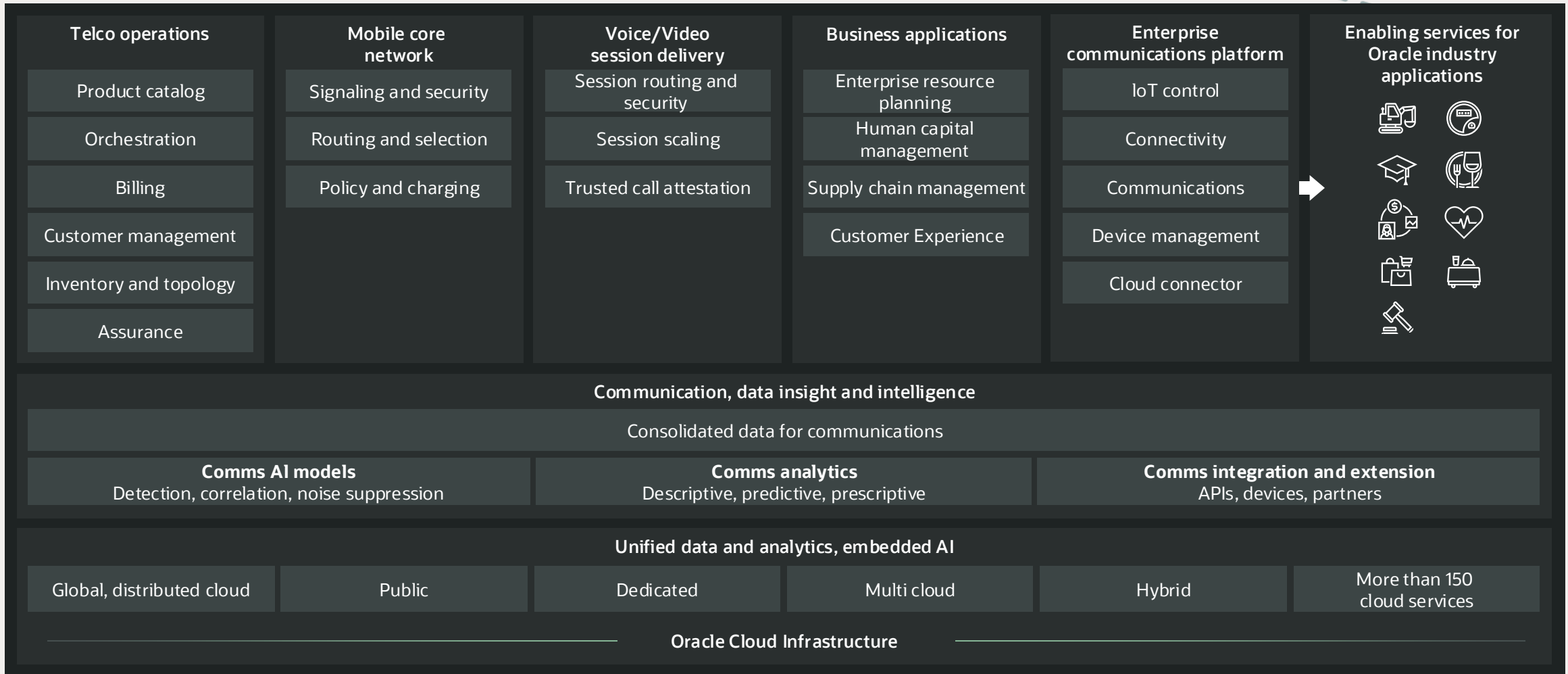
Are we capable of helping customers simplify and optimize their voice network?

How can we integrate AI into our existing workflows and networks?

Are we able to maximize our existing investments while embracing innovation?



Oracle Communications



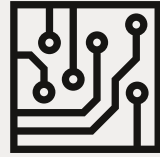
Why Oracle?



Complete Suite

Best-of-breed apps designed and built based on customer needs—with AI throughout.

Industry-specific apps, finance, HR, supply chain, manufacturing, marketing, sales, service, and analytics built to work together.



Best Cloud Technology

Next-generation Oracle Cloud Infrastructure (OCI) with the performance, security, and availability to run your mission-critical operations.

Cloud regions worldwide for commercial and government needs.



Award-Winning Design

Award-winning consumer-grade+ user experience built with Redwood Design System.

The same tools for all developers to easily personalize, extend, and build applications.

Self-learning and self-improving applications.



Committed to Your Success

Oracle Customer Success Services helps you maximize your cloud investment with proactive support, expert guidance, and comprehensive tools and best practices.

Committed to your success

Oracle Cloud Success Navigator: An interactive digital platform to help guide you



Get your bearings

Understand what's possible with your cloud solution using preconfigured starter environments to support your design decisions.



Chart a proven course

Access Oracle expertise, reference Oracle Modern Best Practice, and use Cloud Quality Standards to inform your implementation approach.



Find value at every turn

Get more from your quarterly releases using AI assistance and preview environments to experience and adopt the latest features that matter to you.



Blaze new trails

Build your own cloud roadmap based on your organization's goals keeping you focused on the capability you need for today and the road ahead.

Welcome to Navigator, Emily

Recommended actions
Complete these activities to get started

- Innovate**
Review and set up your production profile
Establish production details for tailored insights and recommendations. Complete
- Team Members**
Manage team members
Assign roles and permissions to ensure a collaborative setup. Complete
- Implement**
Manage programs and projects
Set up and track programs, projects, and milestones. Complete
- Feature Roadmaps**
Build feature roadmaps
Plan future feature adoption aligned with organizational goals. Complete

Innovate
Unlock personalized recommendations and manage adoption.

Adoption insights and tailored recommendations

Production Profile

6 products in use

- Not in Use
- Implemented
- Implementing

Your latest features Expand

- ERP (339)
- HCM (1152)
- SCM (7...)
- All Features (2227)

My Team
Manage your team by adding members and assigning them to tasks.

- Show All | Team | Oracle | Partner
- AS Abhieshek Srinivas
Oracle | Architect Complete
- Adrian Hill
Team Member | Architect Complete
- AC Aj Collette
Oracle | Project Manager Complete
- Aislinn Krumar

Upcoming Events

- FEB 27** HCM - Let's Talk Tech: Personalizing HCM Redwood Pages Using VB Studio #1 - Key Concepts (Part I) 11:00 AM - 12:00 PM
- MAR 5** HCM - New Features in Talent Management 25A 10:00 AM - 11:00 AM
- MAR 5** HCM - Let's Talk Tech: Personalizing HCM Redwood Pages Using VB Studio #2 - Key Concepts (Part II) 11:00 AM - 12:00 PM
- MAR 5** ERP - Oracle Fusion Cloud Student Financial Aid: Year In Review and What's Ahead 11:00 AM - 12:00 PM

[View all](#)



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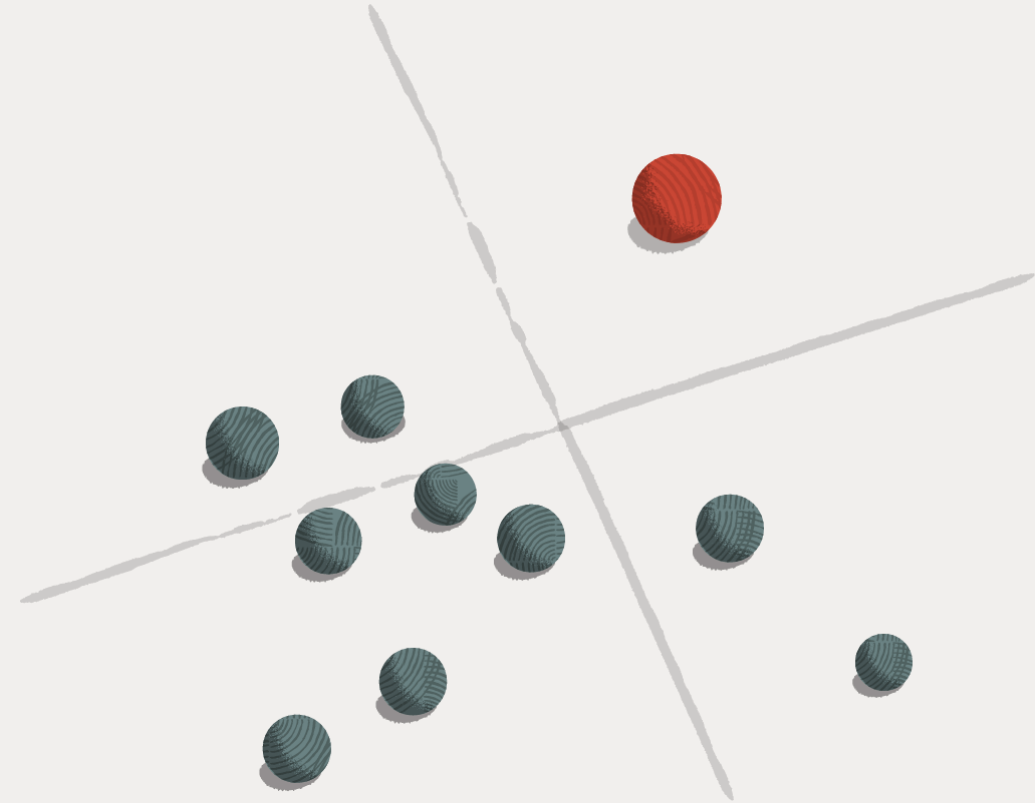

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Thank you



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