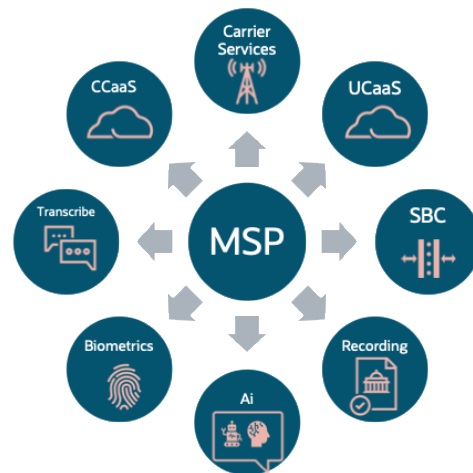




The Oracle Intelligent Communications Orchestration Network Cloud Service



Maximizing Managed Services in the Cloud Economy

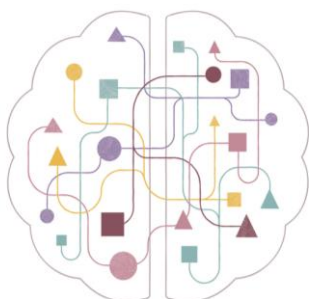
Managed Service Providers (MSPs) are facing an industry shift fueled by the convergence of IT, applications, telecom, and cloud infrastructure. The opportunity for MSPs is not just in supporting digital transformation, it is about powering AI-driven, people-centric, and resilient enterprises. Customers are demanding faster onboarding, intelligent automation, cloud-native agility, and seamless integration across every digital touchpoint. This shift is not only driving higher expectations and increasing competition but also unlocking new opportunities for MSPs.

The MSP Inflection Point

While the MSP landscape is rich with opportunity, it is not without challenges. Enterprises expect more than a technology vendor; they require a strategic partner who can orchestrate unified communications, modernize contact center infrastructure, deploy AI-driven virtual agents, and deliver stringent network compliance, all through an integrated, data-driven platform. Amid these expectations, MSPs face other obstacles. Siloed IT environments create operational inefficiencies. Inconsistent service delivery disrupts SLAs and undermines customer trust. Legacy, monolithic architectures restrict scalability and adaptability, while unpredictable cost structures complicate long-term planning. Disparate voice systems make it difficult to provide unified security, compliance, and threat detection. Although AI, automation, and orchestration can offer efficiency gains, fragmented implementations add friction instead of eliminating it. Meanwhile, hyperscalers and agile new entrants intensify competition. But, with intelligent, integrated, and scalable voice services alongside cloud and AI innovation, MSPs can increase revenue, attract, and retain customers, and drive bottom-line growth.

The Oracle Intelligent Communications Orchestration Network Cloud Service

The **Oracle Intelligent Communications Orchestration Network Cloud Service** is a purpose-built, multi-tenant platform that simplifies, scales, and helps to monetize a multi-cloud strategy. Hosted on Oracle Cloud, the cloud service enables instant customer onboarding and seamless service expansion through an intuitive, portal-based interface with minimal training. MSPs benefit from centralized, automated management across all customer environments, with easy integration to on-premises systems, UCaaS/CCaaS platforms, and advanced services like voice AI, recording, compliance, and fraud detection. As a cloud-agnostic solution from a global provider, it lets MSPs efficiently manage, automate, and monetize voice services across any environment with speed, flexibility, and scalability. Key benefits include:



- **Accelerated revenue generation** – Rapid customer onboarding and new service activation with integrated AI, analytics, and compliance features. Automated workflows and low-code add-ons can streamline go-to-market, reduce onboarding time, and open upsell opportunities, bringing faster time to revenue and business growth.
- **Outpace complexity** – A unified portal helps streamline management, reduces operational burden, and enables MSPs to scale easily, respond proactively, and achieve faster growth with fewer escalations.
- **Differentiate every service** – Tailor offerings with flexible orchestration, combining AI, analytics, and compliance to create custom bundles, helping MSPs win and keep customers while standing out from competitors.

- **Optimize resource utilization** - Automated, scalable provisioning lowers support costs, reduces reliance on specialized staff and minimizes operational overhead - increasing profitability and enabling MSPs to offer greater value.
- **Agility and resilience** - Carrier and cloud-agnostic with elastic scaling and centralized orchestration allows MSPs to quickly launch services, adapt to change, and expand globally without vendor lock-in, supporting resilient operations and a lasting competitive edge.

Challenge	Oracle Intelligent Communications Orchestration Network Benefit
Fragmented voice and IT infrastructure	Consolidates tools into a unified orchestration layer
Slow customer onboarding	Automates provisioning to reduce time-to-revenue
Rising operational costs	Reduces manual effort and professional services dependency
Complex AI/voice integration	Connects advanced AI features via APIs without custom code
Security and compliance risks	Delivers unified policy enforcement
Technical skill shortages	Automates workflows, reducing the need for specialized talent
Maintaining service quality at scale	Auto-scales infrastructure while enabling performance

With intelligent orchestration, MSPs can provide innovative services, eliminate custom integrations, and reduce dependence on limited technical resources. A unified voice management platform enables scalable, agile, and profitable growth without compromising quality or control.

Accelerating MSP Service Deployments (Based on internal Oracle Communications analysis)

Use Case 1 - An MSP aiming to enter the cloud voice market may lack the expertise, resources, or time to build and manage a multi-tenant service, facing challenges like a shortage of voice engineering talent, slow onboarding, manual provisioning risks, and concerns about interoperability and vendor lock-in. The **Oracle Intelligent Communications Orchestration Network** solves this by automating onboarding and management, providing pre-built integrations, and simplifying multi-tenant operations. Our data analysis shows faster deployment, less need for specialized resources, and increased customer acquisition and revenue.

Use Case 2 - MSPs looking to up-sell differentiated services like AI voice bots or fraud detection can face slow, costly integration cycles and the need for vendor-specific expertise. Integrating multiple AI solutions, quickly launching new features, and supporting custom code for each vendor adds complexity to the network. The **Oracle Intelligent Communications Orchestration Network** offers plug-and-play integrations for various AI tools, instant feature injection into call flows, white-labelling, and bundling capabilities, without major re-architecting or coding. Feature rollout times so MSPs can launch more add-on services annually, and margins may improve through automated integration.

The **Oracle Intelligent Communications Orchestration Network** streamlines operations, scales efficiently, and gives the high-quality experiences MSP customers expect. It helps transform voice to a seamless, future-ready service that's simple to manage and built for growth. With **Oracle's Intelligent Communications Orchestration Network** you no longer just manage voice. **You monetize it. You scale it. You lead with it.**

Contact your Oracle representative to request a demo

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