ORACLE

Oracle brings Zoom Phone to a premier European university to advance its hybrid education model

The COVID-19 pandemic caused disruptions to colleges and universities globally, with many institutions canceling onsite classes. During this time, one of Europe's oldest and most prestigious universities embraced Zoom's Unified Communications as a Service (UCaaS) platform to keep school in session. When COVID restrictions were eventually lifted, the university wanted to continue to leverage a teaching model that encompassed both remote and in-person opportunities. Oracle Communications and its partner Alascom, a system integrator that provides technical consultancy services in the ICT segment, collaborated to re-imagine the hybrid learning model for the university by upgrading its Zoom platform into an enterprise grade, secure, scalable communications platform that bridged on-premises infrastructure with the flexibility and promise of the Cloud.

The Business Issue

The university's Unified Communications solution was based on the Alcatel OXE PBX system. Its goal was to integrate Zoom Phone with its premise based public switched telephone network (PSTN) infrastructure. The university required not only a smooth migration, but also the ability to reuse the staff's Alcatel phones. The university turned to Oracle Communications and Alascom to help make the initiative a reality.

The Solution

The Zoom-certified Oracle E-SBC works with Zoom Phone to provide a secure and high-quality connection between Zoom Phone and the premise based telephony infrastructure. Oracle and Alascom proposed:

- Zoom Phone Premise Peering with the Oracle Enterprise Session Border Controller (E-SBC) to interconnect Alcatel OmniPCX Enterprise (OXE) Communication Server with Zoom to handle an "at your own pace" migration
- Oracle SBC HMRs to solve any registration and interoperability problems between Alcatel phones and Zoom
- The Oracle E-SBC deployed in geographic HA using the Oracle Communications Acme Packet 3950 and Oracle Enterprise Operations Monitor for end to end monitoring and troubleshooting of the service

ORACLE RELATED PRODUCTS

Oracle Enterprise Session Border Controller (E-SBC)

The Oracle E-SBC protects IP communications networks from cyber-threats and fraud, mitigates the effects of network impairments and outages, and cures interoperability problems so that the users of your networks can enjoy highly secure and reliable voice, video and unified communications services.

Oracle Enterprise Operations Monitor

A unified VoIP and UC monitoring and analysis tool that simplifies multivendor network management. EOM provides end-to-end visibility into key performance and service quality metrics, helping support teams to improve customer satisfaction while reducing operations expenses and mean time to recovery.
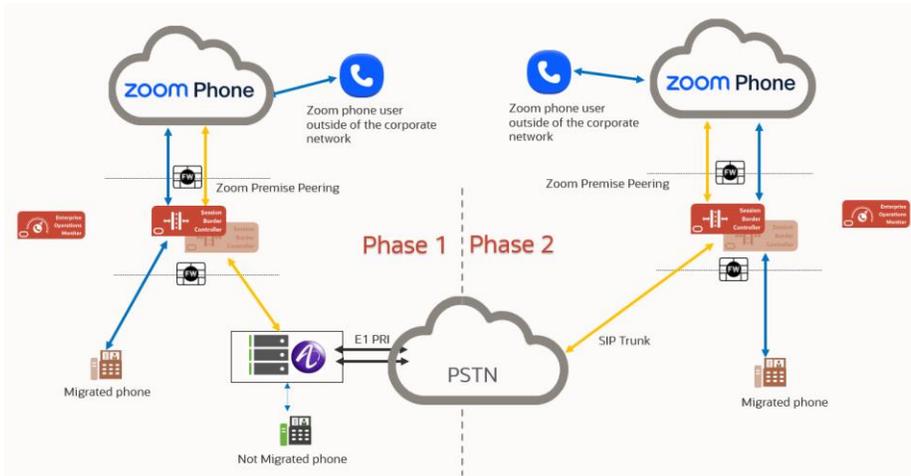
OPN PARTNER PERSPECTIVE

"Alascom and Oracle successfully managed the upgrade of the university's UC system to Zoom Phone UCaaS, while retaining the existing phones by using Oracle Communications technology for interoperability. Our work resulted in the customer's renewed trust, while maintaining Oracle's 'best of breed' promise."

Marco Scuri
CEO, Alascom

For more information

Marcos Penas, Oracle Communications Strategic Alliances (EMEA)

Will Hughs, Oracle Communications Strategic Alliances (North America)

Customer Benefits

The combination of the [Oracle SBC and Zoom Phone](#) provides a reliable, secure enterprise grade solution for organizations that require high-quality voice communication over the PSTN.

- The Oracle E-SBC provides best-in-breed security for voice networks and is certified with Bring Your Own Carrier (BYOC) Premise Peering so Zoom Phone customers can continue using their existing PSTN providers
- Allows for reuse of legacy phones and on-premises devices to provide a gradual migration towards a future pure Cloud infrastructure

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