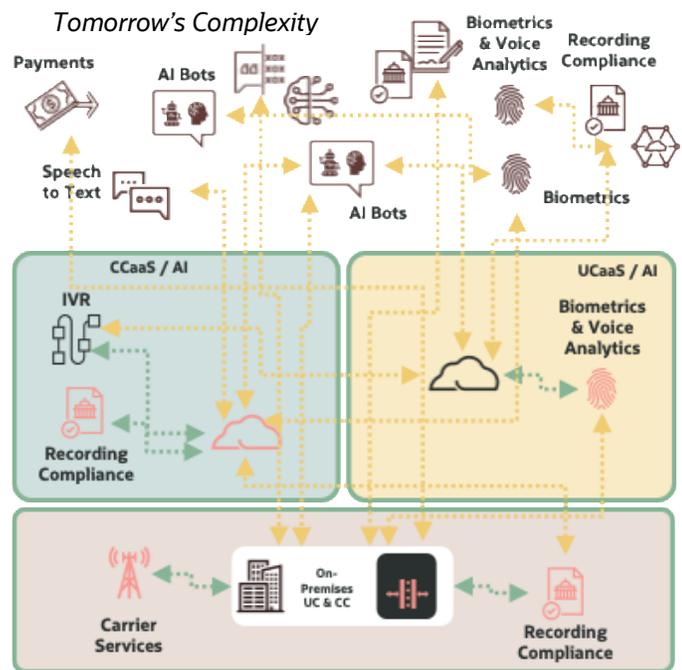ORACLE

Journey to the Future Enterprise

Oracle Intelligent Communications Orchestration Network Cloud Service

Rapid deployment of voice services amid growing AI and cloud complexity

Enterprises today are required to navigate a rapidly evolving, complex cloud ecosystem shaped by swift AI advancements. CloudZero's 2025 market reports over 90% of enterprises use cloud services, shifting from simple hosting to integrated platforms spanning AI, on-premises systems, security, and diverse interfaces. While businesses seek agility and scalability in the cloud, they face challenges like fragmented tools, unpredictable costs, emerging security risks, and a shortage of skilled talent.

Many analysts predict that by 2030, cloud and AI ecosystems will become far more complex, with multi-cloud deployments and fragmented AI governance as the new norm. Additionally, expanded regulations will see fragmented AI governance covering 75% of global economies, with compliance costs exceeding $1 billion annually. Managing these growing technical, operational, and regulatory complexities is becoming a major orchestration challenge for enterprises.

Enterprise networks are increasingly fragmented across cloud-based and on-premises systems, and across vendors, leading to blind spots and greater complexity. Adding AI makes costs unpredictable, increases the risk of vendor lock-in, and exposes limitations of legacy systems. Frequent changes strain security and compliance. Without automation and integrated orchestration—especially for voice workflows—AI may create more friction than value. For most networks, the integration, configuration, and maintenance of AI services is a manual process, with few AI projects scaling enterprise wide. Enterprises need an intelligent and secure orchestrator that is easy to use and simplifies, their communications networking, while at the same time accelerates their pace of innovation.

Tomorrow's Complexity

Orchestrating Cloud and AI

The **Oracle Intelligent Communication Orchestration Network Cloud Service** is designed to address these challenges by unifying the fragmented environments into a single orchestrated layer. The service boosts agility, optimizes costs, and helps integrate AI for future readiness.

This powerful platform centralizes and simplifies the management of Unified Communications (UC), Contact Center (CC), carrier services, enhanced voice, and AI services—whether in the cloud or on-premises. By streamlining voice infrastructure, Oracle's solution can help enterprises lower costs, reduce risk, accelerate innovation, and modernize communications. Core components of the platform include integration, orchestration, automation, unified management, AI enablement, and security.

Pre-built connectors and integrations:
- Unified Communications
  - Microsoft Teams
  - Zoom
  - Cisco Webex
- Contact Centers
  - Genesys PureCloud
  - NICE CX One
  - Zoom
  - Cisco
- AI
  - Oracle Digital Assistant
  - Microsoft Azure AI
  - Copilot Studio Voice Bots
  - Google DialogFlow Ex/CX voice bots
  - Amazon Lex
  - IBM Watson
- Session Border Controllers
  - Oracle
  - Audiocodes
  - Ribbon
- SIPREC

Integration

The Oracle Intelligent Communication Orchestration Network Cloud Service acts as the connective fabric unifying UC, CC, AI, and the dozens of security and compliance applications that today sit across multiple clouds and vendors. Instead of each service integrated and connected in isolation, the platform interconnects each service in a single, harmonious system. With this architecture, enterprise may introduce various AI agents or shift workloads fluidly between cloud or on-premises platforms – accelerating time-to-value bypassing traditional, expensive integration.

Orchestration

The Oracle Intelligent Communication Orchestration Network orchestrates workflows, routing, and policies. Today, up to 95% of network changes are still manual (Cisco, Annual Internet Report 2023), which slows projects and increases error rates. ICON enforces policies centrally—from call routing to compliance logging—so every change is repeatable and reliable. This is why we consistently see deployment times cut in half.

AI Enabled

By 2030, projections suggest most enterprises will deploy industry-specific AI agents, run AI across multiple clouds, and focus security strategies on governing AI in the cloud. Regulatory demands and energy requirements for AI workloads are also expected to increase dramatically. For enterprises, the message is clear: the pressures of complexity, compliance, and innovation are only accelerating. The Oracle Intelligent Communication Orchestration Network as a built-in gateway to adapt and integrate market leading AI agents. Enterprises may readily integrate and orchestrate more than one AI agent into their network.

Security and Compliance

The Oracle Intelligent Communication Orchestration Network Cloud Service provides enterprises with a unified foundation for trust, compliance, and resilience by delivering consistent policy enforcement across communications and AI systems. It streamlines compliance with global regulations, integrates security and fraud prevention directly into the network, and embeds guardrails for responsible AI use. With centralized controls and automation, ICON reduces risk, ensures audit readiness, and helps enterprises confidently innovate without compromising security or compliance.
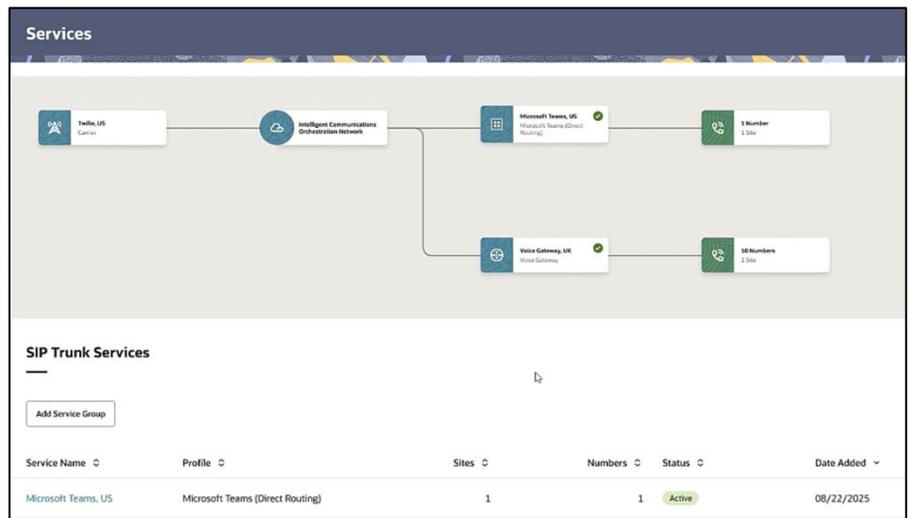
Oracle Intelligent Communications Orchestration Network Service Integration and Orchestration

ORACLE

The Oracle Intelligent Communication Orchestration Network Cloud Service

This solution eliminates manual tasks by streamlining provisioning, configuration, and provide integration to compliance tools. Enterprise face high annual operational costs due to the manual upkeep of their UC, CC, and security. This solution helps automate service integration and configuration to drive a faster time-to-value, avoid provisioning errors, and freeing up IT talent to focus on innovation. This solution orchestrates the interconnection and provides integration of services across hybrid and multi-cloud environments. The average enterprise may have over 1,200 SaaS services (Netskope's 2019 Cloud Report) with employees accessing 36 cloud apps daily (Spacelift, 2024). Without a unified orchestrator, teams are forced into a swivel-chair approach across vendor consoles, with little end-to-end visibility. This solution provides a unified view, delivering control and accountability.

The Oracle Intelligent Communication Orchestration Network Cloud Service can help

- **Simplify Complexity** – Unifying fragmented environments
- **Drive Agility** – Through streamlined click-to-connect orchestration capabilities
- **Accelerate Revenue** – By shortening time to market and scaling new and custom services faster
- **Build Trust** – With consistent quality and embedded security
- **Optimize Cost** – By avoiding vendor lock-in and eliminating hidden inefficiencies
- **Future Proof Your Communications Infrastructure** – By integrating AI and future services into voice workflows, rather than bolting them on

It's a streamlined solution for connecting, integrating, and managing the vast and expanding enterprise communications ecosystem.

Orchestration Business Case

A typical large enterprise operates with
- 40,000 unified communications (UC) users
- 5,000 contact center (CC) agents
- 6 global data centers - hybrid or multi-cloud
- Over 1,200 SaaS applications
- Over 40 security/compliance tools

Key large enterprise projects include
- 5-year transition to the cloud
- Add AI virtual agents to enhance Cx and Ex
- Consolidate voice infrastructure
- Reduce data centers from 6 to 2
- Migrate all compliance to the cloud

The Oracle Intelligent Orchestration Communications Network helps
- shorten deployment timelines by 1-3 months enabling the business to realize value faster
- accelerate the rollout of AI copilots
- unlock over $1M in Cx/revenue
- consolidate infrastructure
- reduce compliance risk
- prevent fraud and operational downtime
- save up to $3M in annual costs for a large enterprise

The solution enables enterprises to reduce complexity and achieve faster time to market, realize measurable revenue benefits and helps deliver millions in operational savings