

Oracle Generative AI Platform

Differentiate while reducing risk and speeding up go to market



AI growth will have a significant **impact** on how we live and work

300%

Higher revenue growth rate per employee who are exposed to AI.

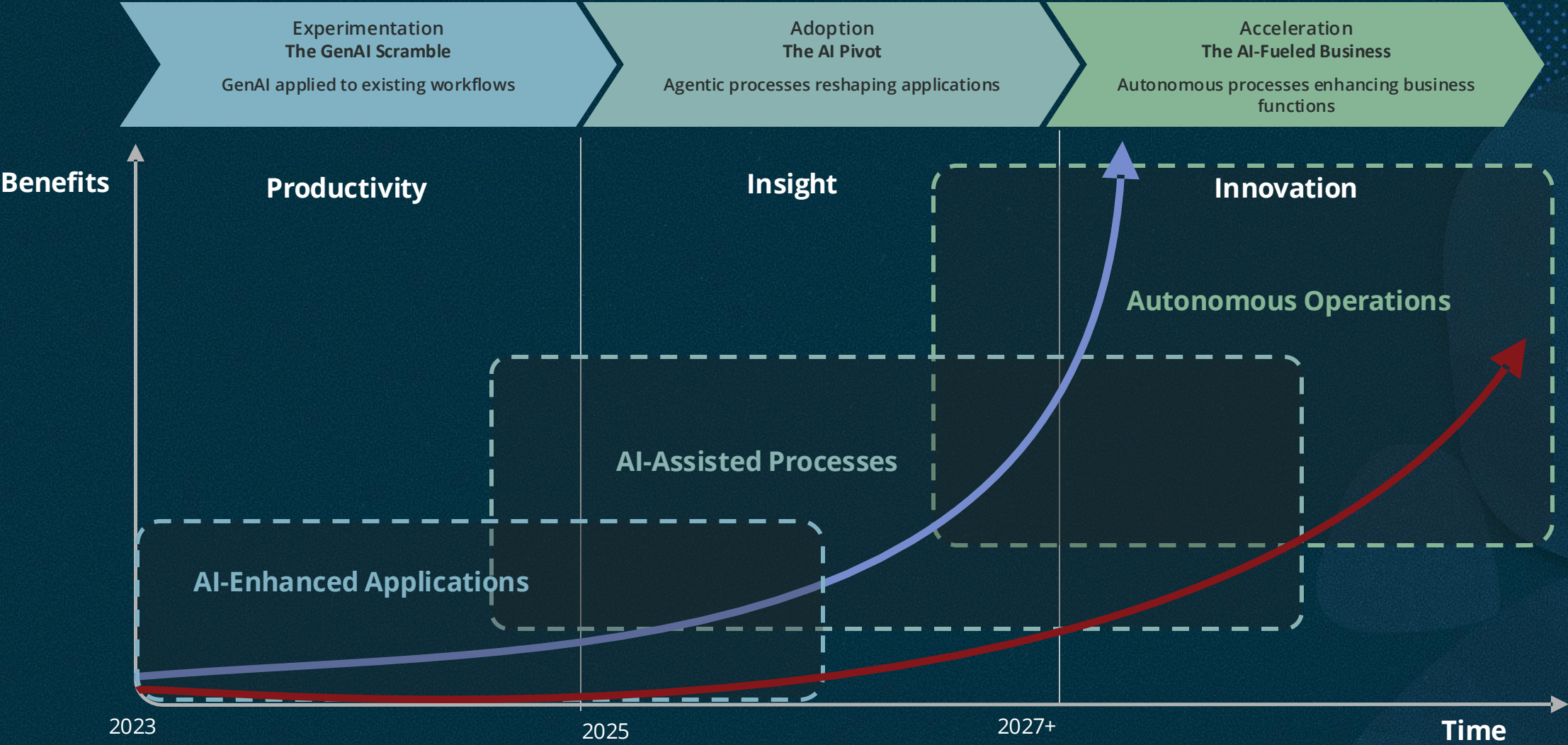
45%

Reduction in data processing errors across multiple industries.

40%

Of working hours across industries impacted by LLMs by 2030.

Scaling AI requires more than flashy features



Source: IDC Research 2024



**What do you
need
when you
consider an AI
platform ?**

Choice & Interoperability

Performance

Governance, Security & Privacy

OCI innovations provide **performance** and **control** for **Generative AI**

Deployment flexibility: public, sovereign, dedicated regions

Bare metal with off box virtualization

No/low egress on networking

Multicloud interconnect

Acceleron: accelerated I/O

Dedicated network fabrics with no oversubscription

New architecture for Smart NIC

Zero Trust Packet Routing

Universal Credits

Dedicated Clusters for Generative AI Service inference & fine tuning

Portability and interoperability for AI agents

Open Agent Specification





A Proud Project of  THE **LINUX** FOUNDATION

An open source project for inter-agent collaboration

The AGNTCY is where we are building the Internet of Agents to be:
A diverse, collaborative space to innovate, develop, and maintain
software components and services for agentic workflows and
multi-agent software.

FORMATIVE PARTNERS



80+

collaborating
organizations

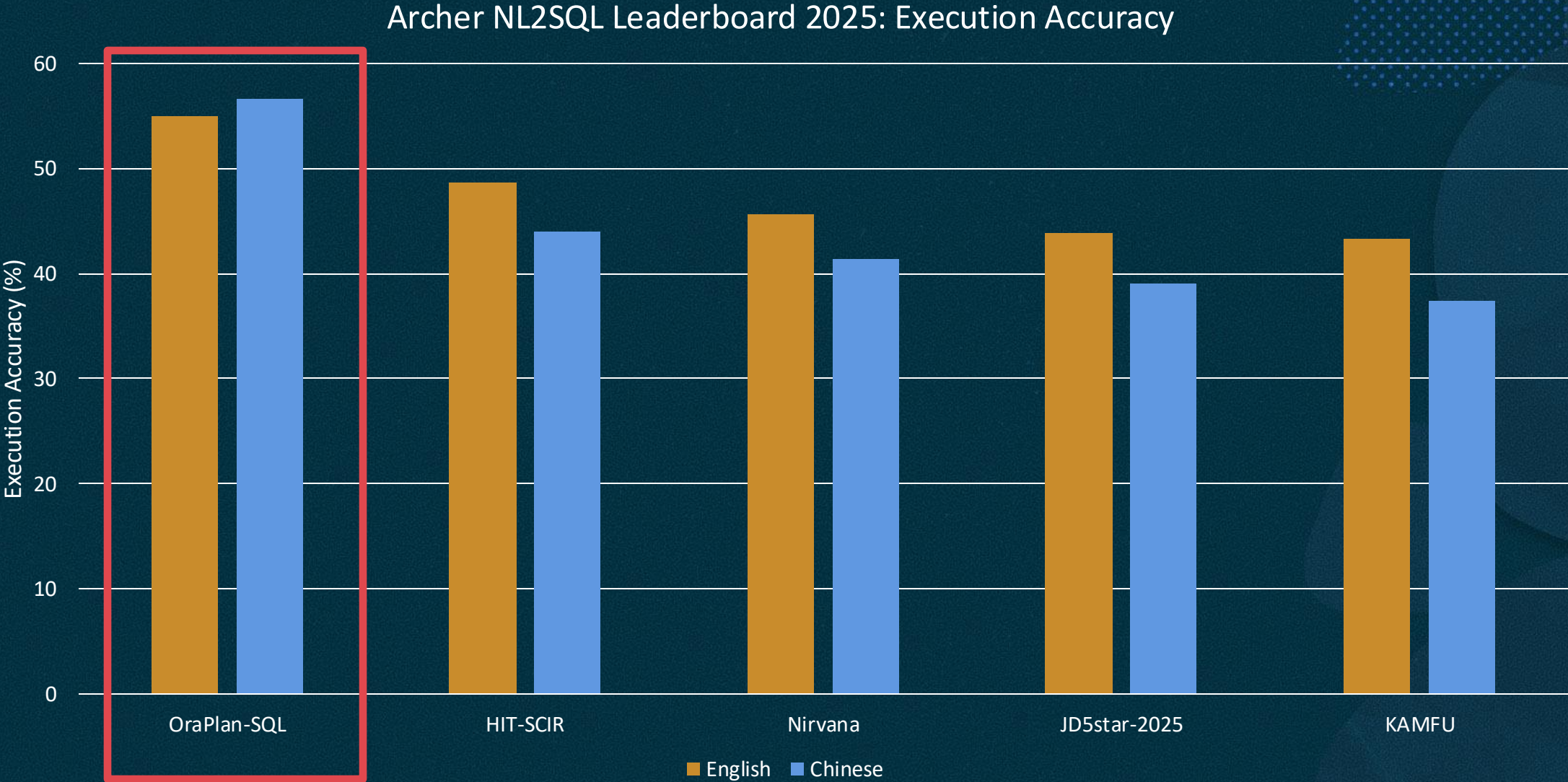
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Unmatched choice of Leading AI Models for Enterprises



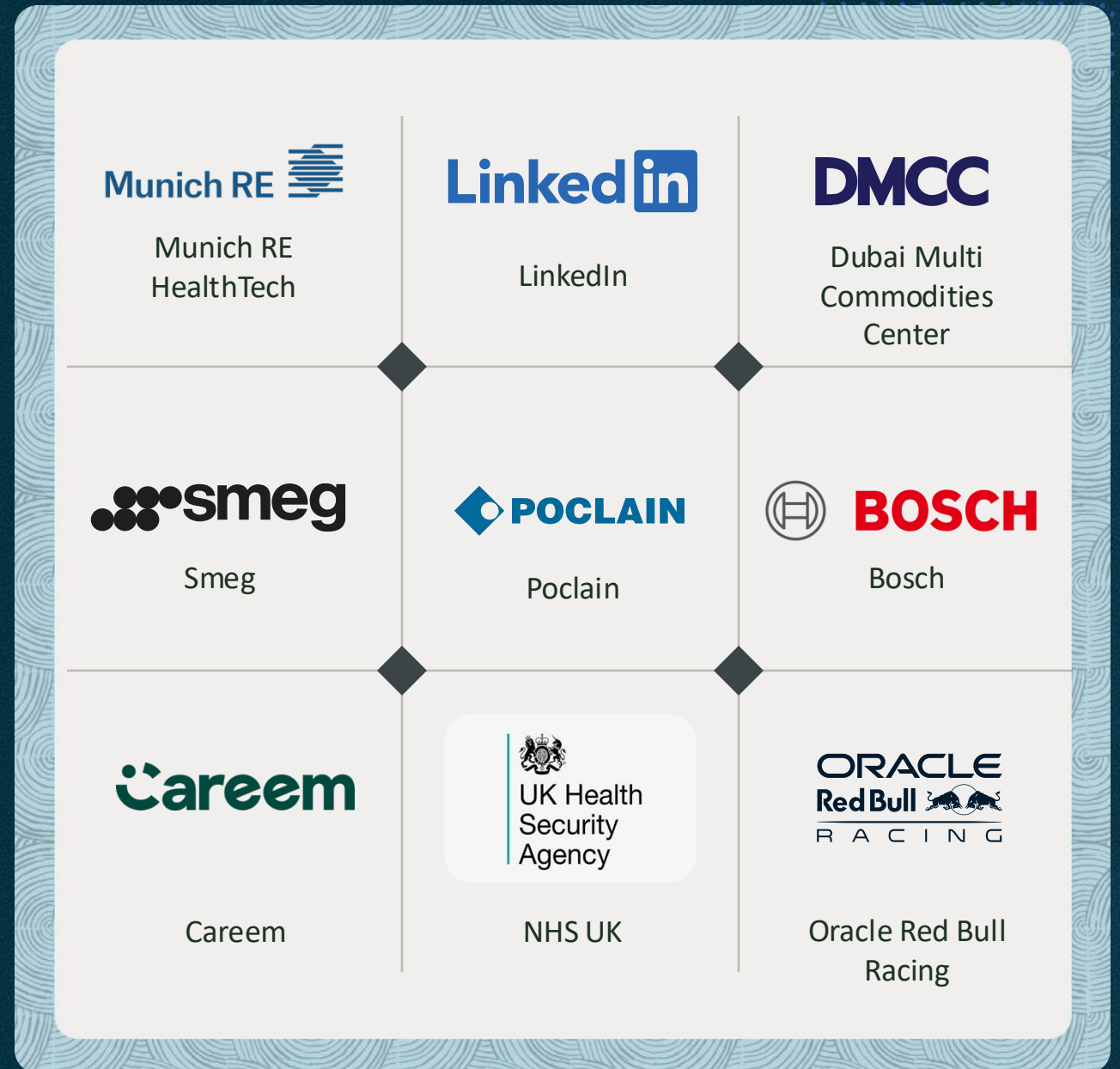
Oracle Wins 1st Place in 2025 Archer NL2SQL Challenge



Effective AI safety is multi-faceted



Achieving results with Oracle AI



And more...





Munich Re HealthTech improves insurance analytics with AI

“Oracle’s AI innovation enhances decision-making, efficiency, and accessibility across global markets, making this a game-changer in insurance portfolio management. Actuaries, underwriters, and executives can query data in natural language, receiving real-time insights, KPI analysis, and predictive recommendations without IT intervention.”

Antonis Roussos

Head of Analytics, Munich Re HealthTech

Products List

[Oracle Cloud Infrastructure](#)

[Oracle Autonomous Database 23ai](#)

[Oracle AI Vector Search](#)

[Oracle Autonomous Database Select AI](#)

[Oracle APEX](#)

[Oracle Globally Distributed Database](#)

[OCI Generative AI](#)

Oracle APEX



Business Challenge:

Munich Re HealthTech (MRHT) provides solutions for health insurance companies and third-party administrators to assess portfolio and policy performance. As demand grew across multiple countries with increasing data volumes and data sources, the company needed to meet customer’s data residency concerns and rapidly deliver more advanced analytics.

Results:

Migrated to Oracle Autonomous Database 23ai to take advantage of low-latency data access, top performance, and low code development

- ✓ Built AI chatbot with Oracle AI Vector Search, Select AI, APEX and OCI GenAI to search its knowledge base for documentation and advanced data analysis
- ✓ 90% of free text questions accurately answered with next-level efficiency and insight in seconds and reduced IT dependency and development costs
- ✓ Build analytical dashboards from 15 days to 20 minutes while also reducing human error
- ✓ Oracle Globally Distributed Database allowed data access multiple regions in a single instance for faster reporting times and to address data residency
- ✓ Better portfolio management, stronger compliance, and real-time insights for optimized pricing, risk assessment, and underwriting strategies

[Read story](#), [Technical Case Study](#), [Watch Video](#)





Industrial Scientific revolutionizes customer support with AI

“Finding an enterprise-ready AI solution that could securely handle our documentation and improve customer service requests was game-changing.”

Phanidhar Chilakapati
Global Data Architect, Industrial Scientific

- Products List
- [Oracle Cloud Infrastructure \(OCI\)](#)
 - [OCI Generative AI](#)
 - [Oracle Autonomous Data Warehouse](#)



Business Challenge

Industrial Scientific, a part of the Fortive corporation, is a global leader in gas detection and safety solutions, providing life-saving technologies to industries worldwide. The company was looking to improve response times and improve the customer experience. They partnered with Oracle to implement an AI-powered solution that revolutionized their customer support operations.

Results

The implementation of the Oracle AI solution has automated support operations, improved the customer experience, and increased operational efficiency.

- ✓ Responds to over 2,230 emails, saving over 185 hours of time by automatically handle routine inquiries
- ✓ Response times have been dramatically reduced from days to minutes, delivering consistent and accurate responses
- ✓ Reduced operational costs through ticket deflection
- ✓ 30% efficiency gain by streamlining the support workflow through intelligent automation

[Read story](#)





SMEG UK provides quick and easy product support

“We were already deflecting traffic from live agents to the Oracle Digital Assistant chatbot. However, with OCI Generative AI, we transformed our customer service experience, providing a greater first-time resolution path. We aspire to reduce overall inquiries via email, phone, or chat ongoing, which would give human agents time to deal with more complex customer in.”

Cerie Paton
Head of Business Systems and Corporate Projects Management Team, SMEG

- Products List
- [OCI Generative AI](#)
 - [Oracle Digital Assistant](#)
 - [Oracle CX](#)



Business Challenge

Headquartered in Italy, SMEG has designed household appliances for everyday environments since 1948. In 2022, the company extended its Oracle Cloud CX suite of applications by adopting Oracle Digital Assistant to assist with answering the most common customer queries, such as product support issues and warranty questions

Results

After the company migrated to OCI Generative AI, it gained new capabilities to further improve customer experience and offer more self-service support for UK-based customers. SMEG extended the Digital Assistant chatbot with OCI Generative AI using Cohere R+ and also completed a user-friendly implementation from Oracle partner Boxfusion.

- ✓ Helped customers and support agents find quick and accurate answers from across a vast library of product manuals and documentation in an OpenSearch Database
- ✓ Lowered the volume of customer service inquiries
- ✓ Upgraded customer support capabilities

[Read story](#)





Business Challenge

Careem is a Dubai-based super app with operations in over 70 cities, covering 10 countries across the Middle East, Africa, and South Asia regions. The company was founded with a mission to simplify transportation and create earning opportunities as a ride-hailing marketplace. Careem wanted to enhance aspects of its back-end operations—such as manual invoice management—to enable greater scalability and accuracy.

Results

The adoption of Oracle's AI-powered invoice automation solution has transformed Careem Groceries' operations, unlocking new opportunities to innovate.

- ✓ Cut invoice processing time by 70%, from 3 minutes to under 1 minute, freeing over 332 hours monthly
- ✓ Reduced errors while enhancing accuracy and compliance
- ✓ Handle more than 10,000 invoices per month and scale 37% more volume without additional staff
- ✓ Automate workflows and simplify scalability, strengthening Careem's position in Dubai's Q-commerce market

[Read story](#)



Careem increases efficiency and cuts invoice process time 70%

“As part of our AI transformation journey, Oracle has been a key enabler in driving automation and efficiency at Careem. With Oracle's AI-powered process automation, we have unlocked new opportunities to innovate. Most importantly, it has empowered our colleagues to focus on what they do best—simplifying the lives of our customers.”

Qasim Ahmed

Director of Cyber Security Operations & IT Engineering, Careem

Products List

[Oracle Integration](#)

[Oracle Cloud Infrastructure Document Understanding](#)

[Oracle Autonomous Transaction Processing](#)

[Oracle APEX](#)



Brain4Data boosts customer service

“After only a few months of using OCI’s Oracle Database 23ai and Generative AI, our AI agent could answer 80% of end-user questions.”

Jan-Peter Meyer
CTO, Brain4Data

Products List

[Oracle Cloud Infrastructure \(OCI\)](#)

[Oracle Database 23ai](#)

[OCI Generative AI Service](#)



Business Challenge

Brain4Data is a German startup focused on combining AI and RPA for small and midsize businesses to make recommendations for their employees or customers. To provide specific information and context that a human employee would have, Brain4Data needed to develop a GenAI agent that uses Large Language Model (LLM) capabilities, such as text generation, based on the specific knowledge scattered throughout a customer’s documents, databases, and ERP systems to fine-tune the agent’s responses.

Results

Brain4data chose to develop its technology on Oracle Database because of the data simplicity it provides. The company was already using Oracle Database as a document repository, and recognized how the native AI Vector Search capabilities of Oracle Database 23ai simplified the semantic search portion of RAG.

- ✓ Developed GenAI-powered agent Fred, who handles 80% of end-user requests
- ✓ Create a rich graphical user experience tailored for each customer with Oracle APEX
- ✓ Won the European Seal of Excellence, a prestigious honor awarded by the European Innovation Council (EIC) of the European Union for their GenAI innovation

[Read story](#)





Business Challenge

Exati is a Latin America leader in smart city operations software. It helps manage streetlights, roads, trees, and waste from 10 million assets and 300,000 sensors for over 700 municipalities across Latin America and Europe. When cities depend on the company's platform to provide these essential operations, even minor delays and inaccuracies can impact public safety, energy consumption, and costs.

Results

Previously, Exati needed three to four months to train new customer service agents, who had to search knowledgebases that were scattered throughout various documentation and complex systems. With more than 1,000 service tickets streaming in each month, accelerating training was a top priority.

- ✓ OCI Generative AI, powered by Meta's Llama Large Language Model, dropped employee onboarding time by 30%
- ✓ Accelerated responses by 40% to customers and resolved issues
- ✓ The company can onboard any city of any size with high availability and performance

Exati speeds up customer service by 40%

“What sets Oracle apart from other cloud providers is that they built a relationship with us. They don't just provide infrastructure—they work hands-on with our team, offer technical guidance, and even help write code. That's unique.”

Diego Roessle

Vice President of Engineering, Exati

Products List

- [Oracle Cloud Infrastructure](#)
- [OCI Generative AI](#)

Oracle Chat for Knowledge Workers

| How can I help you today?

+  Code Interpreter



Using OCI Generative AI Agent Hub's new intuitive chat interface, any employee can build and deploy agents to accelerate work. From APIs for developers to a simple chat interface for non-developers, Oracle is democratizing innovation with AI:

93%

are very or extremely likely to recommend Oracle's AI assistant to a colleague

80%

state their work quality has improved

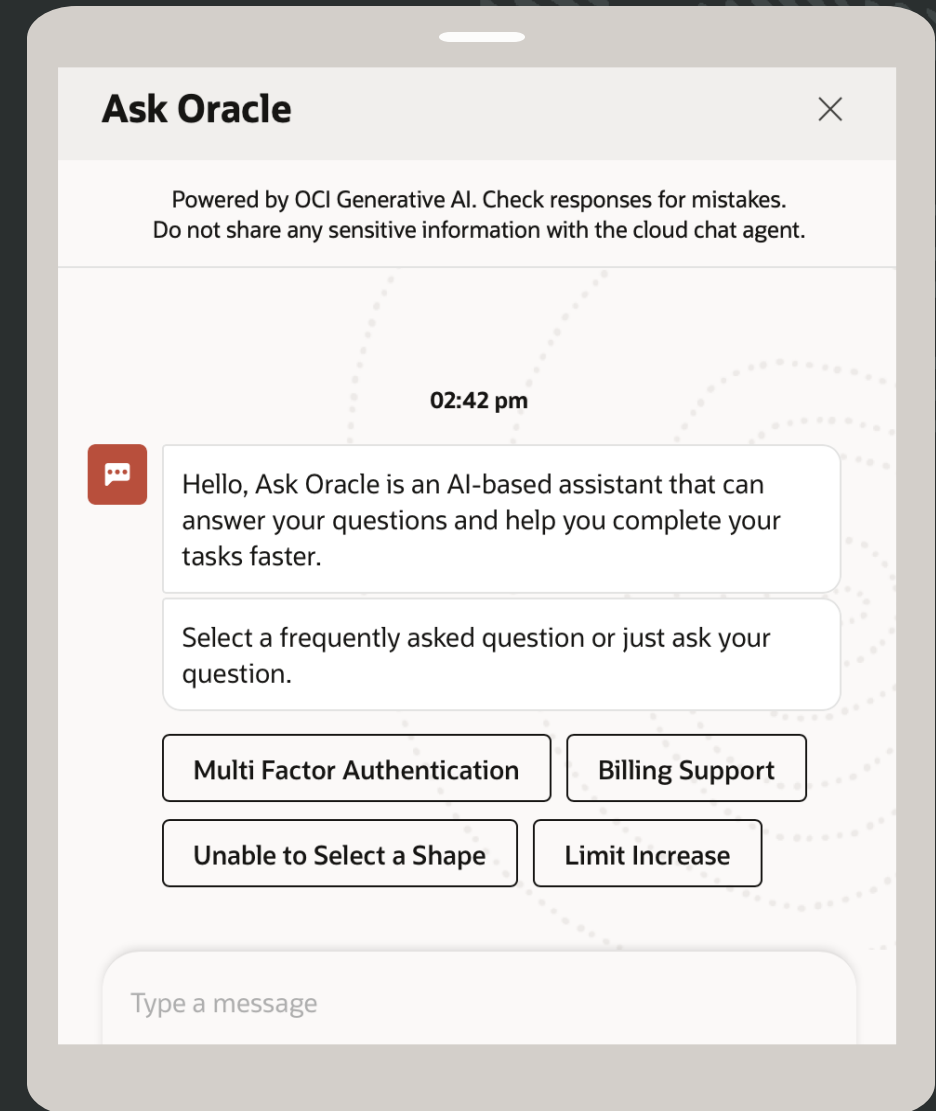
50%

saved at least an hour per week

Oracle AI for Support

64%

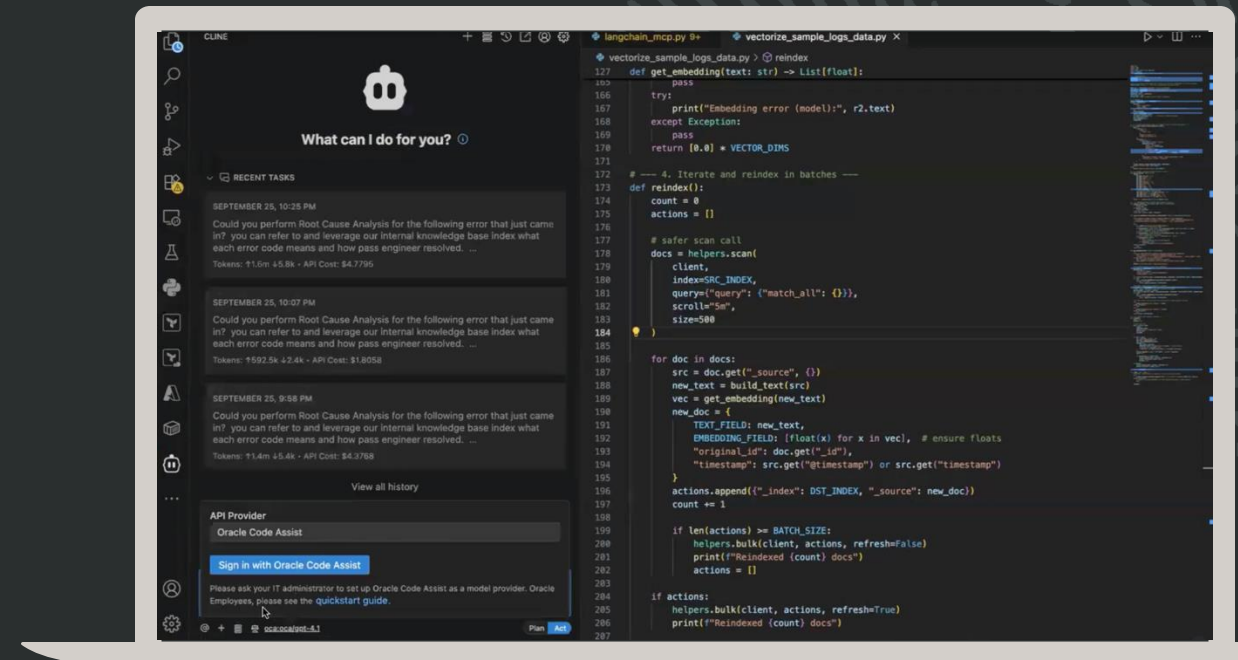
Overall deflection rate in the first quarter post-implementation



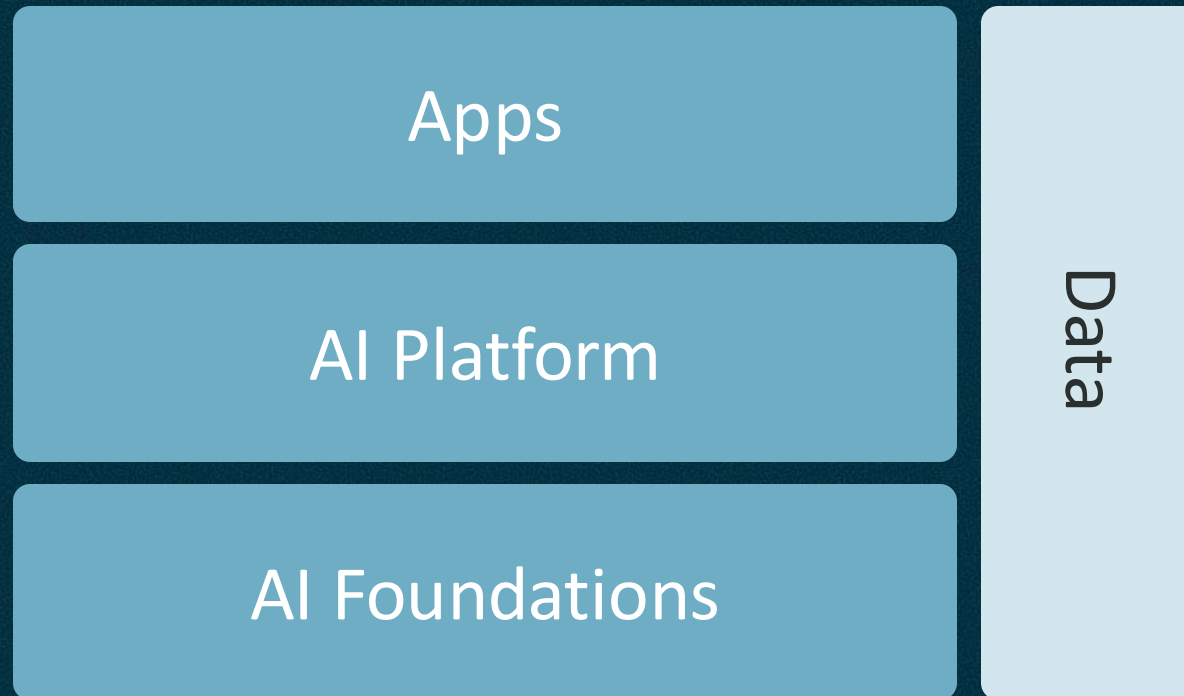
Oracle Code Assist for Developers

10 hours per week

Reported time savings from thousands of developers across Oracle

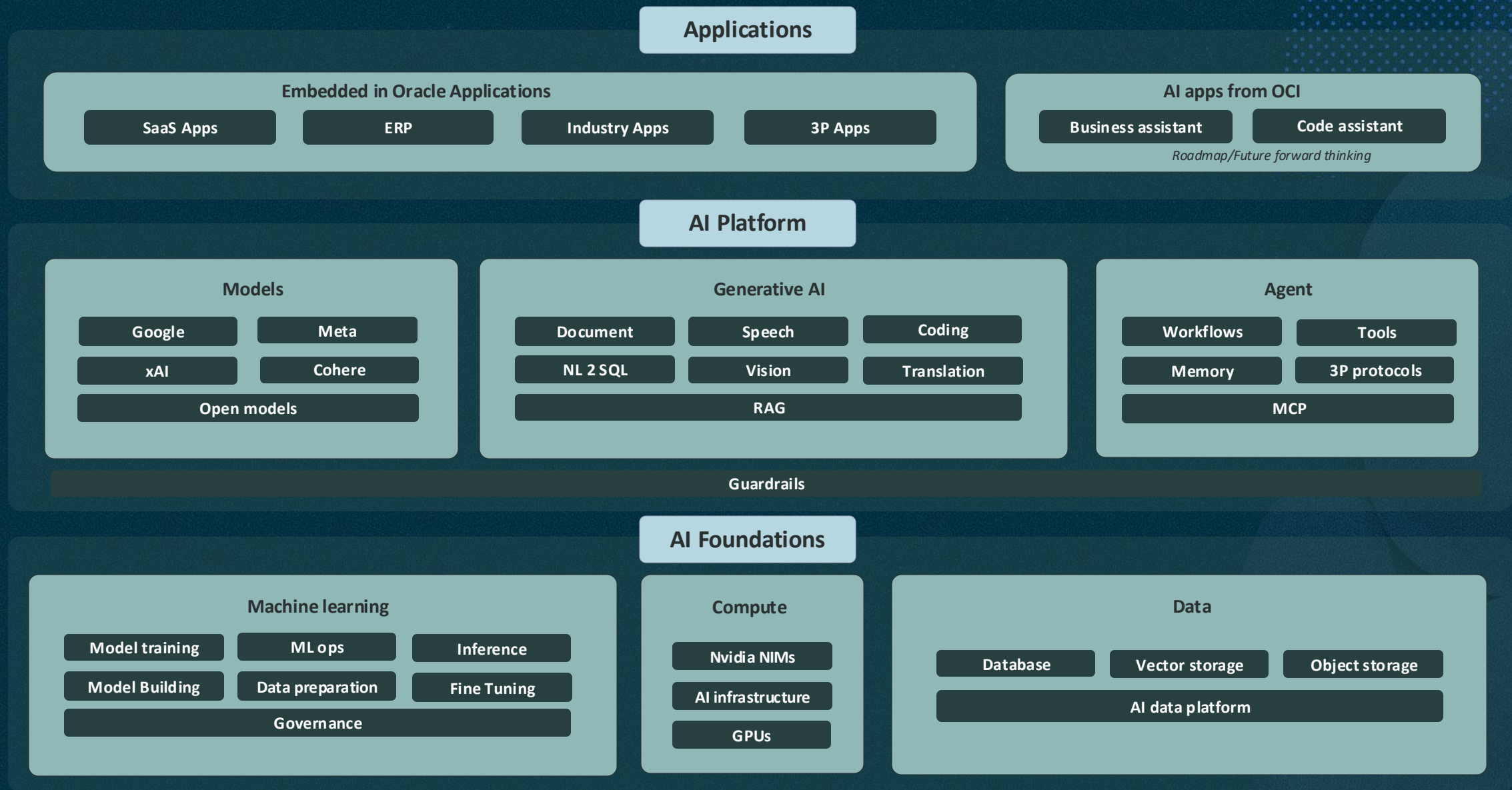


Oracle's AI-Powered Enterprise Stack – AI Done Right

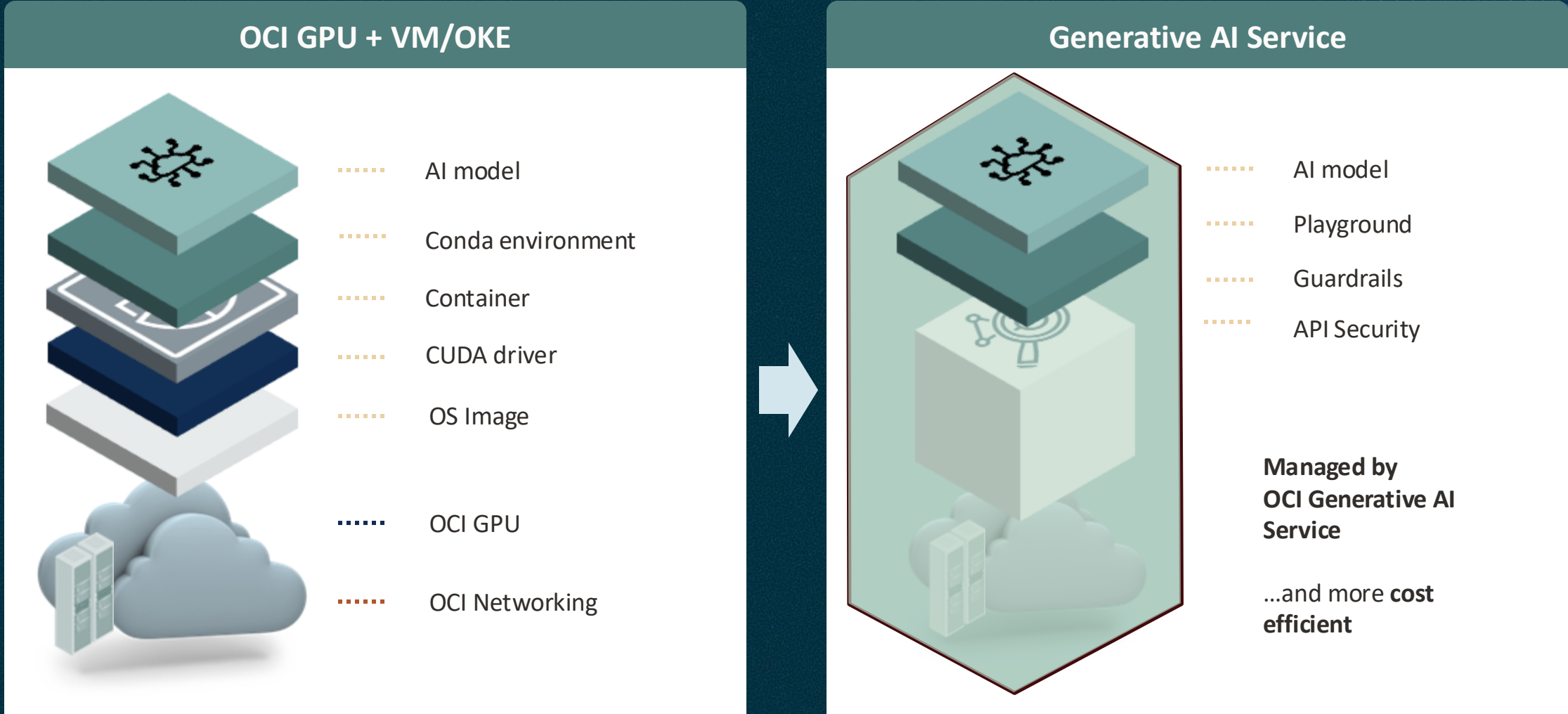


**With AI at every level,
Oracle empowers
enterprises to
achieve real business
outcomes.**

The Oracle AI Platform Advantage



Skip the infrastructure management – focus on building with AI



Curated choice of AI models for the enterprise

Agents

OCI Generative AI Agents

Code Assist Agent

Business Assistant

Database Agents

Oracle Apps Agents

Other Agents (incl 3rd party)

Generative AI models



Gemini 2.5 Pro
Gemini 2.5 Flash
Gemini 2.5 Flash Lite



GPT-oss-120b
GPT-oss-20b



Grok 4
Grok 3
Grok 3 Mini
Grok 3 Fast
Grok 3 Mini Fast
Grok Code Fast 1



Llama 4 Maverick
Llama 4 Scout
Llama 3.3 70B
Llama 3.2 90B Vision
Llama 3.2 11B Vision
Llama 3.1



CommandA
CommandR and R+
Embed 4
Embed Image 3
Embed Multilingual Image 3
Embed Multilingual 3
Rerank 3.5
*including Light versions

Generative AI Service

Dedicated Clusters

On demand (except Rerank)

AI Quick Actions



Hugging Face
and
bring-your-own

Mistral, Phi,
Gemma...

AI Services

- Language
- Vision
- Speech
- Document Understanding
- Biometrics
- Oracle Digital Assistant

Frameworks, tools and standards

Langchain | Llamaindex | Agntcy | Open Agent Spec | Agent2Agent | MCP | LiteLLM | ONNX | ...



A generative AI platform, built for enterprise needs

Managed services for accelerating your AI strategy



Managed access to frontier models

High-quality models from leading AI partners to address your business needs with minimal effort



Simplified development of AI agents

Foundational primitives for agentic AI like memory and tools needed for the next frontier of AI innovation



Zero data retention by default

Customer-provided training and inference data is not stored by Oracle or by any of our partners.

AI Solutions Hub

Quick start with AI solutions and LiveLabs

- ✓ Accelerator for your real-world use cases
- ✓ For education

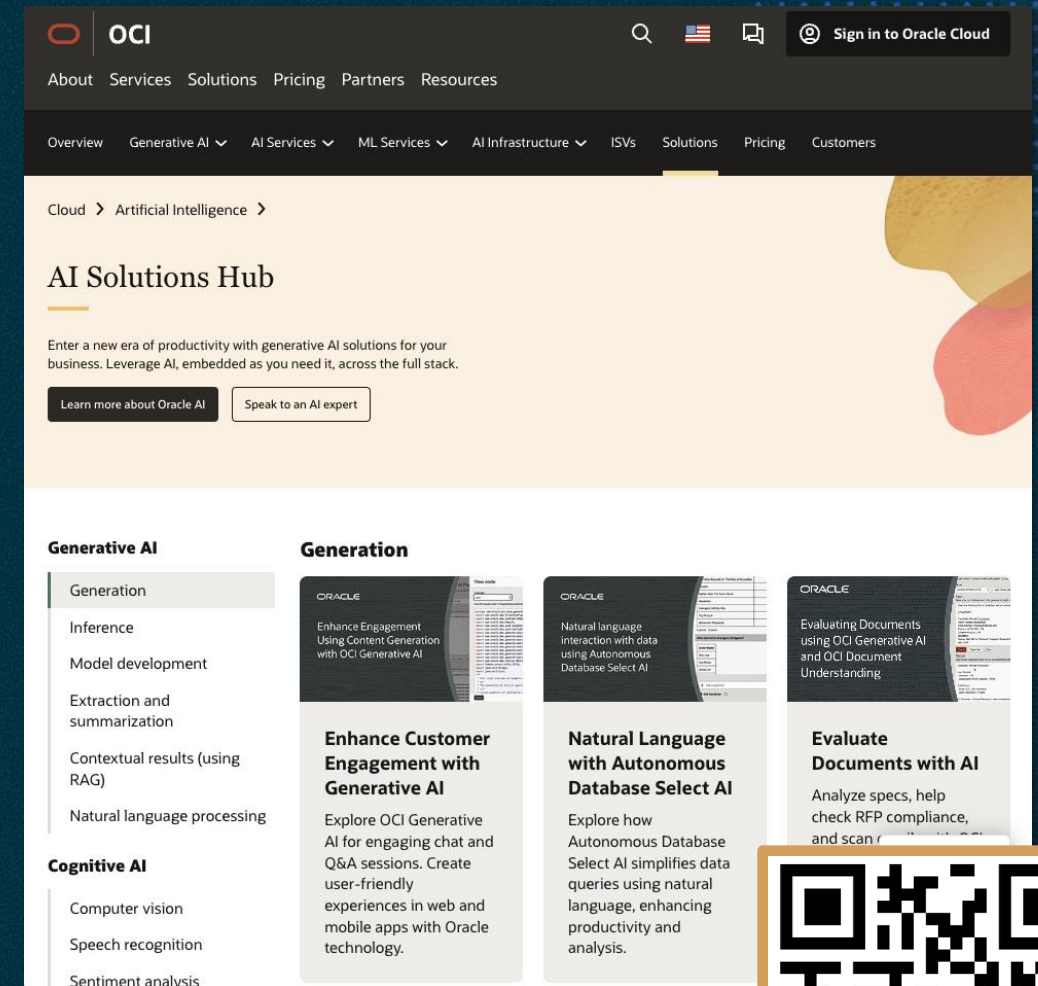
Replicate solutions in your own OCI tenancy

Each AI Solution includes:

- ✓ Sample code
- ✓ Quick start guide
- ✓ Tutorial video

New solutions continuously added

Check success stories at oracle.com/customers



Scan the QR code to visit the AI Solutions Hub





Oracle is an **AI-first** company
