Simplifying real-time communication ecosystems: Connecting voice with IT and AI

Andrew De La Torre

SVP, Technology

Infrastructure Industries

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

Journey to the Enterprise of the Future

Customer Experience (CX)
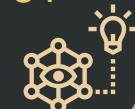
Enterprise Experience (EX)

Technology & Investment

The enterprise of the future is AI-powered, digitally orchestrated, and built for agility and resilience

Enterprise Complexity Is Exploding — Today and Tomorrow

Today's reality

The average enterprise uses **1,295** cloud services

On average, workers use **36** cloud-based services every day

Average enterprise uses **83** security solutions from **29** vendors.

Financial institutions now juggle **40–50** compliance applications across cloud & on-prem

Tomorrow's growth by 2030:

- **80%+** enterprises will deploy industry-specific AI agents (vs <10% today)

- **80%** of IaaS spend will go to AI inference workloads (vs ~50% today)

- **60%+** enterprises will run AI across multiple clouds (vs <10% today)

- **95%** of security strategies will center on AI in the cloud (vs 20% today)

- Fragmented AI regulation will see x4 growth and spread to cover 75% of the world's economies driving $1 billion in total compliance spend - Gartner

What customers tell us

"Fragmented environments create blind spots and complexity."

"AI holds promise, but without automation and integration into our voice systems, it adds friction instead of value."

"Unpredictable costs and vendor lock-in drain resources."

92% "of organizations investing in communications prioritize hybrid deployments"
-Mitel study
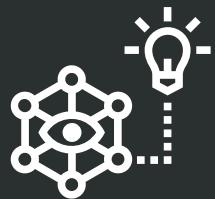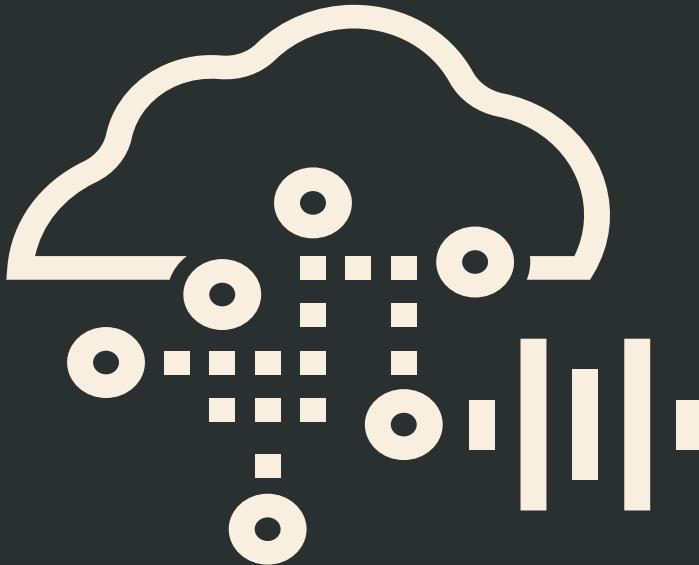
65% "of enterprise networking activities remain manual, impeding agility and inflating operational costs"
-Gartner

25% "of AI initiatives have delivered expected ROI, and just 16% have scaled enterprise-wide.
-IBM CEO Study

We built the **I**ntelligent **C**ommunications **O**rchestration **N**etwork to solve today's challenges and power tomorrow's AI-driven enterprise

Simplifies complexity

Drives agility

Accelerates revenue

Builds trust

Optimizes cost
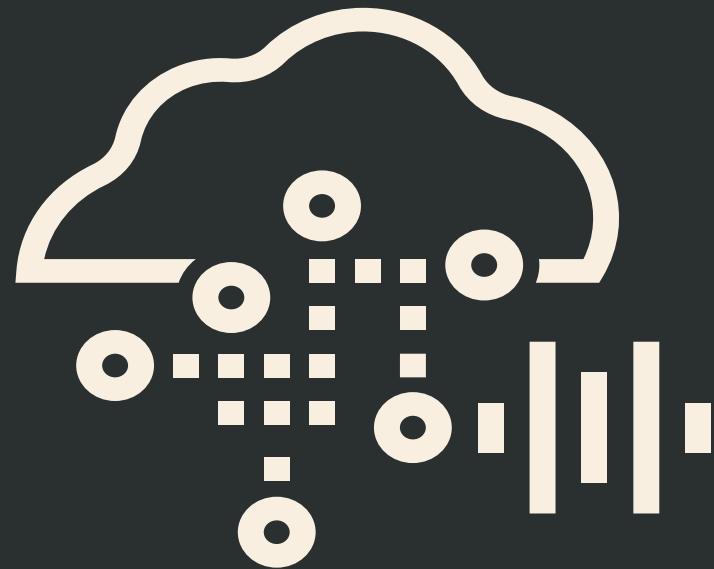
Future proofs voice

From fragmentation to simplification: A unified communications fabric

Cloud UC & CC applications

Cloud based applications

**On-prem UC & CC for hybrid workforce**

On-prem data sensitive apps
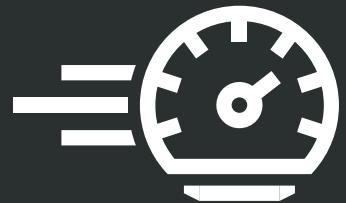
Carrier service connectivity

How the solution delivers results

INTEGRATION

Unifies UC, CC, AI, and data into one fabric

ORCHESTRATION

Automates routing, workflows, and policies

AI ENABLED

AI adaptation

UNIFIED MANAGEMENT

One control plane across hybrid + multi-cloud

AUTOMATION

Eliminates manual tasks and accelerates change

SECURITY & COMPLIANCE

Built-in compliance & fraud prevention

Link to 20sec video

Link to 20sec video

Link to 20sec video

Accelerate business impact

50%

faster deployment

Deployment cycles cut in half with orchestration

$1-3M

CX and revenue gains

Faster AI agent adoption accelerates CX & revenue impact

20 - 45%

efficiency savings

Lower CAPEX/OPEX via automation & consolidation

(Cisco 2023, BCG 2024, Salesforce 2023, Oracle model)

Business Case: Tangible Enterprise Impact

PROFILE

- 40K UC employees
- 5K contact center agents
- 6 data centers (hybrid + multi-cloud)
- 1,200+ SaaS apps, 80+ security, 40+ compliance tools

OBJECTIVES

Hybrid UC/CC transformation

AI agents (20% ratio)

DC consolidation (6 → 2) + cloud recording

ICON UNLOCKS

1–3 months faster deployment

$1M+ CX Uplift

~$3M annual efficiency + compliance savings

Security as a Foundation

COMPLIANCE

- One policy fabric across UC, CC, and AI

- Meets evolving regulations (GDPR, AI Act, FS-ISAC)

AI GOVERNANCE

- Guardrails for responsible AI agent deployment

- Address transparency, auditability, and trust

INTEGRATED SECURITY FABRIC

- Security embedded across hybrid + multi-cloud voice

- Not bolted on — centralized control plane, policy enforcement

FRAUD PREVENTION

- Unified routing closes gaps exploited in telecom fraud

- Reduces downtime & fraud losses

Intelligent Communications Orchestration Network
Built for the Enterprise of the Future

SIMPLIFYING COMPLEXITY

ACCELERATING AI ADOPTION AND TIME-TO-REVENUE

EMBEDDING SECURITY AND COMPLIANCE BY DESIGN

DELIVERING MEASURABLE IMPACT