

Service definition Document for Aarav's Oracle Services

Aarav Solutions Profile

Founded in 2012, Aarav Solutions is a global Product Engineering and IT Consulting services provider. Our clientele comes from a broad array of industries - Telecommunications, Banking & Finance, Government, Power and Utilities, among various other B2B segments. Our goal is to enable organisations in their digital transformation journey, leveraging our domain knowledge and software engineering proficiency.

At the forefront of Oracle Package Implementation, we are acknowledged experts in Oracle BRM (Billing and Revenue Management) and Oracle E-Business Suite. Our proficiency in these areas is backed by a track record of successful implementations, recognized through numerous industry accolades.

Recently, we launched our innovative Co-create Labs. This initiative represents a paradigm shift in how digital transformation is approached, featuring a unique co-investment model. This model facilitates a collaborative partnership with our clients, sharing risks and rewards equally, and ensuring a committed path to achieving rapid success in adopting Generative AI and Blockchain technologies.

Through Co-create Labs, we don't just offer our technical expertise; we invest alongside our clients in realising quick wins and long-term strategic advantages. This approach is tailored to meet the evolving needs of enterprises looking to harness the potential of emerging technologies while mitigating the inherent risks of innovation.

Aarav Solutions continues to be a trailblazer, not just in delivering cutting-edge solutions but also in fostering a culture of co-creation and shared success. Our awards and industry recognitions stand as a testament to our unwavering commitment to excellence, innovation, and the success of our clients.

Technology Partnerships ---



What is the service?

Aarav Solutions provides expert Oracle Communications Consulting services, delivering end-to-end implementation, configuration, and managed support for the Oracle Communications stack. Our service includes the design and deployment of Oracle Billing and Revenue Management (BRM), Elastic Charging Engine (ECE), Offline Mediation Controller (OCOMC), and related monetization and network management components. We operate as a strategic partner to design resilient, scalable architectures (including cloud-native and hybrid deployments) and provide lifecycle services from initial requirement workshops to post-go-live managed operations and disaster recovery implementation.

Oracle Consulting Services

- Oracle Billing and Revenue Management (OBRM): Pave the way for financial efficiency, scalability, and sustained business expansion.
- Oracle E-Business Suite: A comprehensive and integrated platform, streamlining business processes and enhancing efficiency across the enterprise
- Oracle Digital Experience: A dynamic and personalised customer journey, driving engagement, satisfaction, and business success in the digital era.
- Oracle Unified Orchestration and Assurance: A robust framework, seamlessly orchestrating and assuring complex networks for optimal performance and reliability.
- Oracle Cloud Applications: A cutting-edge suite of integrated cloud solutions, providing businesses with agility, innovation, and intelligence for transformative digital experiences.
- Oracle & Generative AI: Unlock unprecedented insights, automate complex tasks, and drive transformative innovation across diverse industries.

"Aarav Solutions wins two prestigious Oracle Specialisation & Solutions Partner Awards of the Year." - 2019. The driving factors for these awards were delivering innovative solutions to the customers, bringing out the value in their businesses, and helping them to grow in their digital transformation journey. Implementing

**Oracle Specialization & Solutions
Partner Awards of the Year
2019 for**

ORACLE BILLING AND
REVENUE MANAGEMENT
SPECIALIZATION
&
ORACLE MONETIZATION
CLOUD BUSINESS SOLUTIONS
EXCELLENCE.

ORACLE
Communications

Oracle Communications solutions in a diverse IT ecosystem helps bridge the gap between multiple technologies.”

We cover the following Industries in terms of domain expertise:

- Communications, Media and Technology
- Financial Services
- Energy & Utilities
- Public Sector Services
- Automotive
- Travel

Levels of data backup, restore, and disaster recovery

Our disaster recovery (DR) service ensures business continuity through a robust active-passive architecture designed to meet aggressive Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO). As demonstrated in our SPTel case study, we implement:

- Database Replication: Real-time data protection using Oracle Data Guard for transactional databases and remote PDB cloning for reporting databases.
- File System Replication: Storage-level replication to synchronise transaction logs and configuration files between primary and DR sites.
- Application Redundancy: All critical components (BRM, ECE, OCOMC) are deployed at both sites, with online requests routed via HA proxy and offline streams managed via replicated storage, ensuring rapid failover and fallback capabilities.
- Drills: We conduct validated failover/fallback drills to prove target RPO/RTO compliance.

Onboarding & offboarding support provided

- Onboarding: We utilize a structured "Aarav Way" delivery model starting with an Initiation and Elaboration phase to baseline architecture and requirements. This includes comprehensive

functional and technical training (instructor-led or web-based) for administrators, end-users, and technical staff to ensure proficiency from day one. We provide knowledge transfer sessions (live or recorded) to enable the customer operations team.

- **Offboarding:** Our exit strategy ensures customers retain full ownership of their data. Offboarding includes a defined exit plan with final data extraction support, handover of all configurations/runbooks, and support knowledge transfer to the customer's internal teams or new provider to ensure operational continuity and revocation of access credentials. We ensure a smooth transition by verifying data integrity and providing necessary documentation for the incoming team or internal handover.

Service constraints

Service delivery is constrained by agreed maintenance windows for patching and upgrades to minimize business disruption. Customisations are supported but must adhere to Oracle's development standards and upgradeability guidelines; deep platform modifications are managed via controlled change requests to protect system stability. Support availability and response times are defined by the contracted tier, and access to specific hardware or underlying infrastructure (in SaaS/Cloud models) may be restricted to authorized personnel only.

Service levels

We commit to high availability and performance standards aligned with Oracle Cloud Infrastructure (OCI) SLAs, targeting >99.9% uptime for critical services. Our support service levels include tiered response times based on incident severity (e.g., rapid response for critical production issues). Performance is monitored against defined KPIs (throughput, latency) to ensure the system meets business transaction volumes, supported by our scalable architecture design. We offer defined Service Level Agreements (SLAs) for ongoing support, categorized by incident severity:

- P1 (Critical): 30-minute response, 8-hour resolution target.
- P2 (High): 60-minute response, 24-hour resolution target.
- P3 (Medium): 2-hour response, 36-hour resolution target.
- P4 (Low): 4-hour response, 48-hour resolution target.

After-sales support

Our post-implementation support includes a dedicated "Hypercare" period (typically 1 month) with intensive monitoring and rapid bug fixing. Following this, we offer Annual Maintenance Contracts (AMC) that cover regular updates, security patching, release management, and continuous workflow optimization. Support is accessed via a structured ticketing process with clear escalation matrices and regular status governance meetings. Support plans can be tailored to include 9 AM - 5 PM Monday-Friday coverage for critical systems, ensuring expert assistance is available whenever needed.

We provide a dedicated service portal for incident reporting, regular service review meetings to track performance, and ongoing consulting for upgrades or new feature adoption.

Technical requirements

The service requires specific infrastructure prerequisites depending on the deployment model (cloud-native vs. on-prem). Common requirements include:

- Compute: Minimum node configurations (e.g., 4 cores, 16GB RAM for Kubernetes control planes).
- Storage: High-performance storage (e.g., XFS filesystem, sufficient IOPS) for database and log replication.
- Network: Low-latency connectivity between primary and DR sites for replication, and specific port openings for application traffic.
- OS: Supported Oracle Linux versions with compatible kernels (UEK).

These are not exhaustive and heavily depend on several factors that can only be finalised during the discovery phase.

Outage and maintenance management

We employ a proactive maintenance strategy with scheduled windows communicated in advance to apply patches and updates. Unplanned outages are managed through our incident response process, which includes immediate triage, escalation to subject matter experts, and

transparent communication via service desk notifications. Our resilient architecture (active-passive DR, HA proxy) is designed to mitigate the impact of component failures, often allowing operations to continue or recover rapidly without extended downtime.

Hosting options and locations

We support flexible hosting options, including Oracle Cloud Infrastructure (OCI) public regions, OCI Dedicated Region (Cloud@Customer), and hybrid or partner-hosted private cloud environments. Locations are determined by customer sovereignty requirements and OCI region availability; for example, our case study reference utilizes a hybrid cloud model with private and SaaS managed components, tailored to local data residency needs (e.g., Singapore).

Access to data (upon exit)

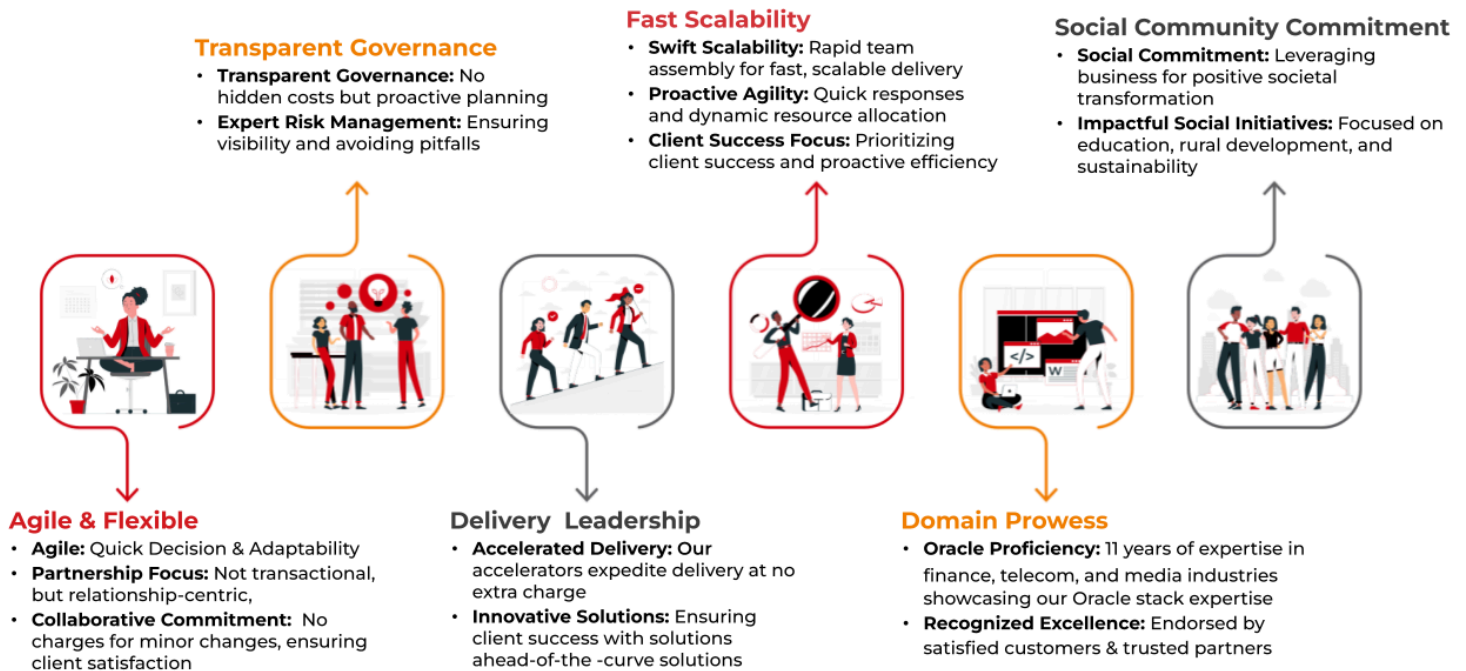
Upon contract exit, the customer retains full ownership of their data. We facilitate the extraction of transactional data, customer records, and configuration settings in standard formats (e.g., CSV, XML, DMP) via secure transfer mechanisms. We ensure all data is securely handed over and subsequently purged from our managed environments in accordance with data retention and security policies.

Security

Our security framework is built on a defence-in-depth approach, leveraging OCI's robust security features. This includes:

- Identity & Access Management: Strict role-based access control (RBAC), least-privilege principles, and MFA enforcement.
- Network Security: Segmentation using subnets and security lists, and secure edge routing.
- Data Protection: Encryption at rest and in transit, with database security features like masking and redaction where required.
- Monitoring: Continuous security monitoring and vulnerability management to detect and respond to threats proactively.

Why Aarav Solutions?



© 2026 Aarav Solutions

Thank You



CORPORATE OFFICES

India

- A-907, Titanium Heights Behind Vodafone House Corporate Rd, Prahlad Nagar, Ahmedabad, Gujarat 380015; Tel: +91 79 48992728
- Novel Tech Park, #46/4, 2nd Floor, G.B. Palya, Kudlu Gate, Hosur Main Road, Bangalore, Karnataka - 560068

United Kingdom: 10 Park Place Manchester, Greater Manchester M4 4EY

USA: 33 Wood Avenue South Iselin, NJ 08830; Tel: +1 732 476 5416

Singapore: 7 Temasek Boulevard, #12-07 Suntec Tower 1, Singapore 038987

CANADA:

- 2025 Willingdon Avenue, Suite 900 Burnaby, British Columbia V5C 0J3
- 2425 Matheson Blvd E, 8th Floor Mississauga, Ontario L4W 5K4 Tel: +1 732 476 5416

Aarav Solutions