

Oracle Communications Cloud Native Automation Platform

Automate solution delivery for Oracle Digital Business Experience

Communications service providers (CSPs) are under pressure to deliver more seamless, hyper-personalized customer experiences while reducing operational costs, accelerating service innovation, and simplifying increasingly complex cloud-native environments. As AI adoption and application architectures increase operational complexity, manual deployment and lifecycle management can slow innovation, increase risk, and make it harder to operate at scale.

[Oracle Communications Digital Business Experience](#) is Oracle's Autonomous Customer Experience solution for communications service providers, helping connect customer engagement to the operational and monetization capabilities required to deliver it. Oracle Communications Cloud Native Automation Platform (CNAP) complements Oracle Digital Business Experience by automating deployment, lifecycle management, observability, patching, upgrades, and configuration management across Kubernetes environments, helping operations teams deploy and manage the solution more efficiently, consistently, and with greater confidence.

CNAP helps standardize operations by using reusable lifecycle workflows, version-controlled configurations, and centralized operational settings for deployment and ongoing management. Argo supports workflow automation, Flux CD supports continuous deployment of resources, while Git repositories support version-controlled, repeatable configuration across environments. This reduces the need for teams to recreate deployment steps manually and helps ensure environments are managed using a more consistent operating process.

Designed for operations teams

Oracle's Cloud Native Automation Platform supports the deployment of Oracle Digital Business Experience and selected components, such as Billing and Revenue Management, Siebel CRM, and Order and Service Management. Cloud Native Automation Platform delivers intelligent automation from initial deployment through subsequent updates, using GitOps-based configuration management integrated with Git repositories for versioned, repeatable deployment across environments.

Using the CNAP user interface, site reliability engineering (SRE), product operations, and application operations teams can deploy, update, monitor, and manage Oracle Communications Digital Business Experience through a unified operational experience. The CNAP user interface supports solution and component deployment, the download and management of licensed software, patching and upgrades for CNAP and CNAP-managed application clusters, open-source dashboards for observability, product service assurance dashboards, and termination of products and associated resources.

Business benefits:

Faster Time to Market

Automate complex solution deployments with repeatable workflows supporting any Oracle Digital Business Experience application, ultimately reducing provisioning and deployment time so service providers can deliver value faster.

Lower Total Cost of Ownership (TCO)

Help reduce manual effort and deployment errors and streamline ongoing maintenance with automated patching and upgrades. Free up resources for IT teams to focus on strategic initiatives while helping lower operational overhead and infrastructure build costs.

Consistent, reliable operations

Standardized automation supports every deployment, patch, and platform upgrade, helping reduce risk and downtime while improving operational consistency across environments. It supports planned maintenance windows, update validation, production promotion workflows, and resource lifecycle management through a centralized operations framework.

Enterprise scale

CNAP lets customers scale confidently by automating cloud-native deployment and lifecycle operations for Oracle Communications applications. It standardizes how services are deployed, configured, and patched across environments, reducing operational effort and allowing teams to operate and manage multi-cloud deployments at scale.

Key capabilities:

End-to-end lifecycle automation

Manage the complete lifecycle of the Oracle Digital Business Experience solution as well as the individual solution components from initial deployment through periodic patching, version upgrades, configuration management, and retirement—all from a unified platform.

Cloud-native automation

Built on cloud-native technologies including Argo for workflow automation and Flux CD for continuous deployment and configuration management.

GitOps-based configuration management

Leverage Git repositories as the source of truth for version-controlled, repeatable deployments across environments while supporting GitOps practices.

Patching and upgrades

Automate patching and upgrade processes for CNAP, helping reduce operational risk and maintenance effort.

Built-in observability and operational intelligence

Gain visibility into the deployment lifecycle with observability capabilities provided by Product Service Assurance dashboards to monitor application health, operational status, functional checks, and key performance metrics.

- **Real-time deployment monitoring** to track progress and identify bottlenecks
- **Automated health checks** that continuously validate application and infrastructure readiness
- **Live deployment status dashboards** providing end-to-end visibility across environments
- **Visualized alerts** for failures, anomalies, or any deployment-related issues

- **Actionable operational insights** that enable faster issue resolution and improved service reliability

With continuous monitoring and health validation, teams can confidently deploy, operate, and maintain critical solutions.

- ✓ **Accelerate Oracle Digital Business Experience deployments**
- ✓ **Help reduce manual operational risks through automation**
- ✓ **Improve deployment consistency across environments**
- ✓ **Help reduce the total cost of ownership and time to market**
- ✓ **Simplify patching and upgrade management**
- ✓ **Increase operational visibility and monitoring**
- ✓ **Support GitOps-based DevOps practices**
- ✓ **Improve deployment readiness and operational confidence**
- ✓ **OCI native platform, designed to integrate with OCI AI services**

Who it's for

Oracle Communications Cloud Native Automation Platform is designed for the operations teams responsible for deploying and managing Oracle Communications Digital Business Experience and its standalone products in Kubernetes environments. It provides site reliability engineers, product operations teams, application operations teams, and platform engineering teams with a standardized approach to deployment, lifecycle management, observability, patching, and upgrades, helping improve operational efficiency and deployment confidence while reducing manual effort.

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