

Artificial Intelligence for Telecommunications Applications Report

Part of the AI & Intelligent Automation Service Area Package

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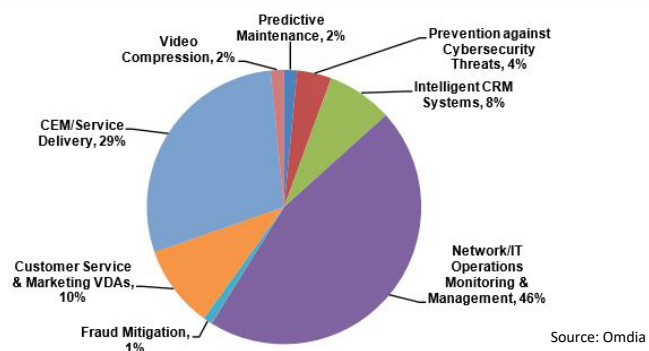
Network Operations Monitoring & Management, Customer Service & Marketing VDAs, Intelligent CRM Systems, Customer Experience Management, Cybersecurity, Fraud Mitigation, and Other Use Cases: Global Market Analysis and Forecasts

Telecommunications service providers face a handful of daunting market conditions. Around the globe, revenue and subscriber growth are flat. To combat profit erosion, most communications service providers (CSPs) are struggling through a process to become digital service providers more akin to web companies that offer rapidly evolving and highly customized services.

5G/Internet of Things (IoT) and digital transformation are initiatives that CSPs hope will drive top-line growth. While they pursue these, CSPs are under equal pressure to find ways to become more efficient and cut costs as a means to increase profitability. This is an industry ripe for artificial intelligence (AI)-driven solutions. Telecom operators have begun to experiment and deploy AI-driven solutions that leverage fast, scalable interpretation, analytics, and prediction to provide top-line revenue or reduce costs. According to Omdia's analysis, telecom AI software revenue is expected to grow from \$419.0 million in 2018 to more than \$11.2 billion in 2025.

This report details the major market drivers and barriers, technologies, key players, and forecasts related to eight telecom AI use cases. These include network operations monitoring and management; predictive maintenance; fraud mitigation; cybersecurity; customer service and marketing virtual digital assistants (VDAs); intelligent customer relationship management (CRM) systems; customer experience management (CEM)/service delivery; and video compression. The technologies covered include machine learning (ML), deep learning (DL), and natural language processing (NLP). Global software market forecasts for telecom AI, segmented by region, use case, and meta category, extend through 2025.

Telecom AI Software Revenue Share by Use Case, World Markets: 2025



Report Coverage

KEY ISSUES ADDRESSED	COVERAGE	APPLICABLE TO
<ul style="list-style-type: none"> • What is the current state of the market for telecom AI and how will it develop over the next decade? • What use cases will drive greater telecom AI adoption around the globe? • What are the key drivers of market growth and the major challenges faced by telecom AI in each world region? • Which companies are the major players in the market, what is their competitive positioning, and which are poised for the greatest success in the years ahead? • What is the size of the global telecom AI market opportunity? 	<p>Telecom AI, World Markets: 2018 – 2025</p> <ul style="list-style-type: none"> • Telecom AI Software Revenue Share <ul style="list-style-type: none"> • By Use Case • Telecom AI Software Revenue <ul style="list-style-type: none"> • By Region • By Use Case • Telecom AI Total Revenue <ul style="list-style-type: none"> • By Segment • Telecom AI Software Revenue <ul style="list-style-type: none"> • By Meta Category 	<p>Use Cases</p> <ul style="list-style-type: none"> • Network Operations Monitoring and Management • Predictive Maintenance • Fraud Mitigation • Cybersecurity • Customer Service and Marketing Virtual Digital Assistants • Intelligent Customer Relationship Management Systems • Customer Experience Management/ Service Delivery • Video Compression <p>Technologies</p> <ul style="list-style-type: none"> • Deep learning • Machine learning • Machine reasoning • Natural language processing • Natural language generation <p>Regions</p> <ul style="list-style-type: none"> • North America • Europe • Asia Pacific • Latin America • Middle East and Africa
		<ul style="list-style-type: none"> • Telecom network operators • Telecom hardware and software providers • AI hardware and software companies • Network operations solutions providers • Customer experience-focused solutions providers • Cybersecurity and fraud management solutions providers • Government agencies • Investor community

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Omdia is a global technology research powerhouse, established following the merger of the research division of Informa Tech (Ovum, Heavy Reading, and Tractica) and the acquired Omdia technology research portfolio.* We combine the expertise of more than 400 analysts across the entire technology spectrum, covering 150 markets. We publish over 3,000 research reports annually, reaching more than 14,000 subscribers, and cover thousands of technology, media, and telecommunications companies. Our exhaustive intelligence and deep technology expertise enable us to uncover actionable insights that help our customers connect the dots in today's constantly evolving technology environment and empower them to improve their businesses—today and tomorrow.

*The majority of Omdia technology research products and solutions were acquired by Informa in August 2019 and are now part of Omdia.

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