Service Provider Operations & IT Intelligence Service

Part of the Service Provider Networks Service Area Package
Global, in-depth coverage of service provider digital transformation trends and market developments affecting operations support systems, business support systems, revenue management, data management and telecoms analytics.

> " Service providers face intense pressure to transform their IT systems, operations, and processes. Successful service providers must enable new business models and deliver a personalized experience. This will need to be based on more than just piecemeal platform changes, it will also require the transformation of underlying architectures, ecosystems and delivery models. "

Kris Szaniawski
Research Director

OMDIA

Service Provider Operations & IT Intelligence Service

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Vendor telecoms IT revenue will continue to grow at a steady pace, driven by communications service provider spend on upgrading network management capabilities, monetizing new services and improving the customer experience.
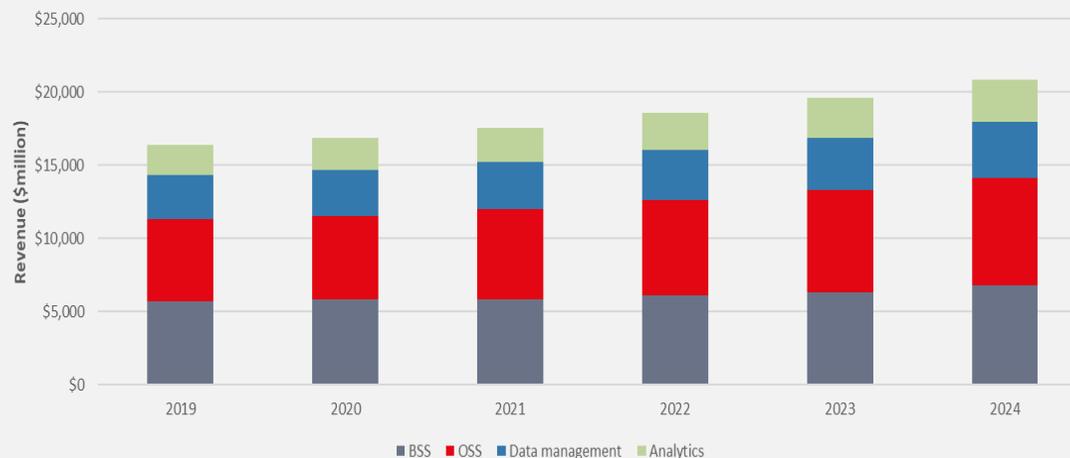
HOW OMDIA HELPS YOU

- Help telcos understand their business and digital transformation needs and support their IT investment, vendor selection and buying decisions.

- Identify telcos' decision criteria for selecting platform and service partners to enable digital transformation.

- Understand the main growth opportunities across the complex telco IT landscape

KEY QUESTIONS ADDRESSED

- How can vendors position to compete and identify new partnership opportunities in key telco IT solution areas ?

- What are the decision criteria that service providers need to use to select IT platform and partners to enable the shift to 5G and the cloud?

- How large is the telecoms operations and IT market and which segments and services will drive industry growth?

- How can service providers make the right investment decisions, select vendors and evaluate the potential for new technologies and services?

Global telecom IT vendor revenue (2019–24)

BSS OSS Data management Analytics

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Service Provider Operations & IT: Our Expert Analysts

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Service Provider Operations & IT: Deliverables

MARKET DATA
—Annual —

Telecom IT vendor revenue forecast and market share
Global IT Spend in the Telecoms Industry forecast
Telco IT contract analytics trends analysis

SURVEYS
—Annual—

IT Enterprise Insights survey and report
Digital Transformation Strategies SP Survey
OSS/BSS Evolution SP Survey

REPORTS
—Ongoing, annual—

Forecast and market share reports
Trends to Watch and Strategy
Vendor Assessments
Case studies

ANALYST INSIGHTS
—Ongoing—

Analyst commentary on market shifts, technology and
regional developments, vendors, events, and more

PRESENTATIONS
—Ongoing—

Analyst briefings

ANALYST ACCESS
—Ongoing—

For prompt responses to
urgent and unique questions

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Service Provider Operations & IT: Market Data

Telecoms IT Market Data and Vendor Revenue Forecast

Database and accompanying reports spanning all the key segments of Telecoms IT vendor revenue

DETAILS

Frequency: Annual

Measures

- Revenues

Regions

- Worldwide
- Africa
- Middle East
- Central and Southern Asia
- Oceania, Eastern and South-Eastern Asia
- Latin America and Caribbean
- North America
- Western Europe
- Eastern Europe

COVERAGE

- Telecom IT Vendor Revenue Forecast
- Segments covered include:
  - Monetization (Charging; Policy Control; Billing; Partner Management)
  - Customer engagement (CRM; Product Catalog)
  - Service Management (Service Assurance; Service Orchestration)
  - Network Management & Engineering
  - Analytics tools
- Business categories covered include software licenses, implementation, integration, managed services, SaaS, consulting, maintenance

Global IT Spend in the Telecoms Industry Forecast

Databases of global IT spend by communications service providers, covering six key technology segments

DETAILS

Frequency: Annual

Measures

- Revenues

Regions

- Worldwide
- 4 regions (Americas, Asia & Oceania, Europe, Middle East and Africa)
- 8 additional subregions
- 20 countries

COVERAGE

- **Covers six technology segments:**
- Infrastructure
- IT services
- Consulting
- Communications
- Internal
- Applications

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Service Provider Operations & IT: Report, Surveys and Analysis

Trends, Strategy and Vendor Reports

A series of report on set themes, topics and/or players. Investigating the major trends driving service provider transformation and reshaping the telecoms IT market in the years to come

Service Provider Operations & IT 2022 Trends to Watch
Frequency: Annual

Annual roundup of all events and developments that are expected to impact the service provider operations and IT. Typically includes an analysis of emerging technologies and capabilities and key market drivers.

Technology Innovation, Analysis and Assessments, and Service Provider Strategy Trends
Frequency: 10-12 per year

Topical reports delving deeper into major research themes including; successful strategies for telco digital transformation, intelligent operations as a source of innovation, telco IT strategies to support 5G and service innovation typically triggered by a major industry event.

Vendor Assessments and Case Studies
Frequency: Ongoing

Vendor specific analysis across key service provider transformation topics

Service Provider Transformation Surveys

IT Enterprise Insights – Telecoms Survey Report
Frequency: Annual

IT Enterprise Insights summarizes the data from a survey of over 400 telco CIOs and other senior IT decision-makers – with a report and analysis focusing on service provider transformation

Digital Transformation Strategies Service Provider Survey
Frequency: Annual

Surveys of key decision-makers at telecom service providers worldwide regarding their perceptions and plans around digital transformation, including adoption of telecoms AI, analytics and cloud-native architectures

OSS/BSS Evolution Service Provider Survey
Frequency: Annual

Surveys of key decision-makers at telecom service providers worldwide regarding their perceptions and plans around OSS and BSS, and OSS/BSS transformation

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Service Provider Operations & IT: 2022 Research Themes

Public cloud and cloud-native architectures

The rapid shift to the cloud is advancing hand-in-hand with the adoption of cloud-native architectures and practices. This research will explore how vendors and operators are increasingly delivering and consuming OSS/BSS apps and AI in the public cloud, how cloud-native architectures and practices are changing.

Intelligent operations and automation

Intelligence, automation, and openness are becoming crucial to network and service management. Coverage will include Open RAN service management and orchestration, improving energy efficiency, network security issues such as signalling firewalls and the role of AI in network security, as well as how AI is being used more widely in software solutions.

Managing telco partner ecosystems

In order to effectively support the proliferation of B2C, B2B and B2B2X business models and 5G-enabled services, operators will need to have the capabilities to coordinate multiple partners and suppliers and orchestrate the delivery of complex services across multiple industry verticals. This will require partner management systems to support a range of tasks, including partner recruitment & experience management.

Key enablers of monetization and service innovation

In order to turn themselves in digital service providers, CSPs must become agile service enablers and leverage the network as a platform. This will only be possible if the appropriate support systems and cloud-native architectures are in place, including 5G-compatible charging, policy control, product catalog, analytics and customer management. Research will also focus on support systems building blocks required to support network slicing.

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Service Provider Operations & IT: Key 2022 topics *

Global IT Spend in the Telecoms Industry Through 2025 Forecast

Telecoms IT Vendor Revenue Forecast 2021–2026 incl. network management and engineering, service management, monetization, customer engagement, analytics tools – Data & Analysis

Telecom Vendor Services Market Share Spreadsheet & Analysis

Telecoms IT Contracts Analytics Tool: Half-Yearly Analysis

IT Enterprise Insights 2021 – Global: Telecoms Survey Report

Evolving OSS/BSS Market Trends Survey Report

Digital Transformation Market Trends Survey Report

Vendor Services Reviews of major vendors

Telecom Security Market Overview

Data Management in Telecoms market landscape

Network Slicing – Instantiation and Orchestration

SON and Optimization Software Report
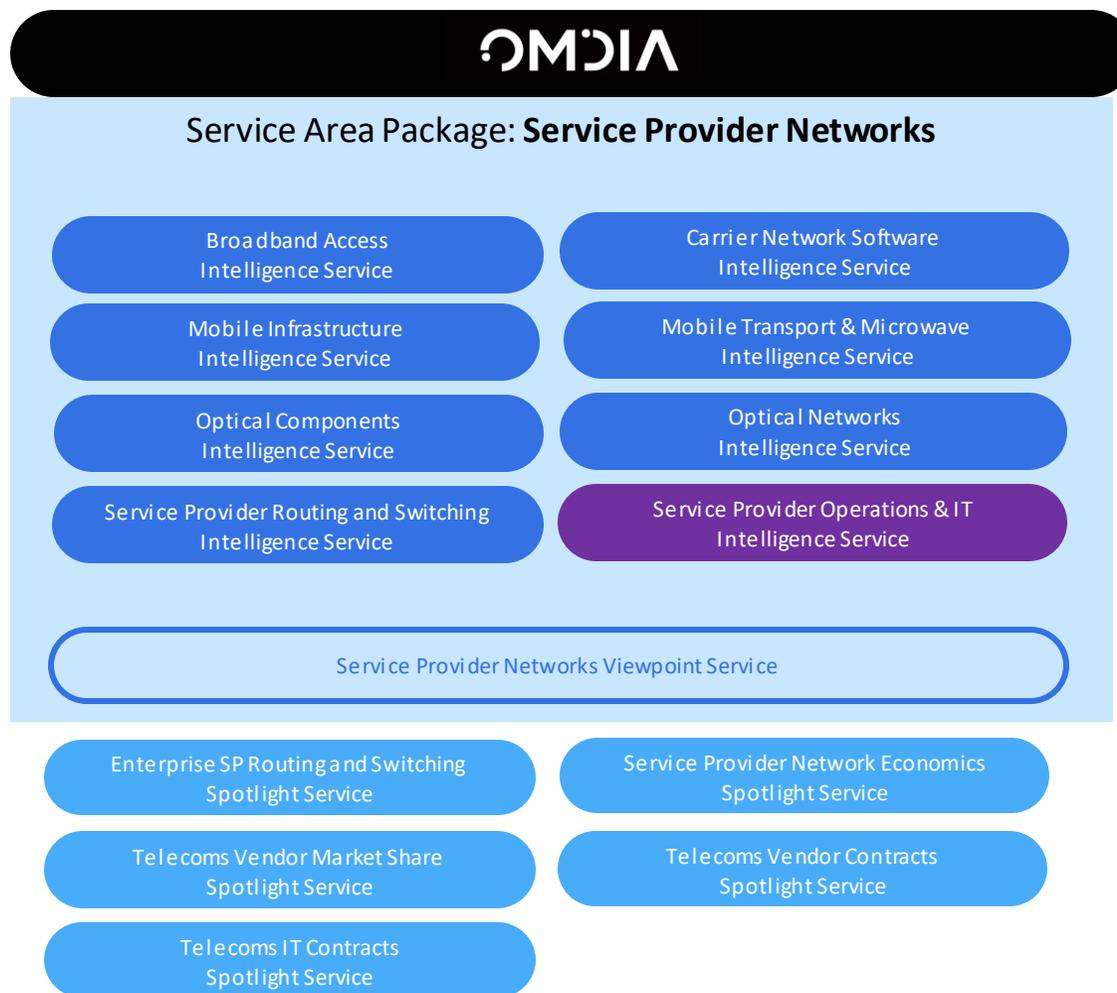
Best Practises for AI Operations in Telecoms

2022 Trends to Watch: Telecom Operations and IT

*Final report lineup is subject to change based market events

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Related Content: Service Provider Networks Service Area Coverage

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Service Area Package: **Service Provider Networks**

- Broadband Access Intelligence Service
- Carrier Network Software Intelligence Service
- Mobile Infrastructure Intelligence Service
- Mobile Transport & Microwave Intelligence Service
- Optical Components Intelligence Service
- Optical Networks Intelligence Service
- Service Provider Routing and Switching Intelligence Service
- Service Provider Operations & IT Intelligence Service

- Service Provider Networks Viewpoint Service

- Enterprise SP Routing and Switching Spotlight Service
- Service Provider Network Economics Spotlight Service
- Telecoms Vendor Market Share Spotlight Service
- Telecoms Vendor Contracts Spotlight Service
- Telecoms IT Contracts Spotlight Service

About Omdia's Service Provider Networks Coverage

Omdia's Service Provider Networks research services provide expert analysis and data across the complete landscape of telecoms networks, including infrastructure, software and operations. The Networks team supports the broadest coverage in the industry, from mobile access, fixed access and mobile core, to transport, microwave, routing/switching, optical networks and components. Offering specialist coverage on service providers' own transformation, including telecoms operations and IT, carrier network software, and service provider AI, Omdia's Networks research provides the unique ability to both deep dive into specific technologies as well as gain higher-level strategic analysis and insight.

Omdia's Network research complements our Service Provider Consumer and Enterprise research services, enabling us to advise key vendors on their customers' customers, and guide service providers themselves on the evolving technology supplier and partner landscape. Omdia helps both vendors and service providers assess which applications and products will drive future growth, forecast the adoption and impact of new technologies, benchmark key competitors, target customers, and select suppliers, providing a holistic view of service provider investments across the industry.

Through our coverage of mobile and broadband access and core networks, transport networks, optical networks and components, and service provider transformation, our global team of expert analysts offers unparalleled data and insight as the transformation of service provider networks gathers pace.

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ABOUT OMDIA

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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