Changing Tides for CSPs in Network Assurance

As progressively as the waves travel up the beach, technology advancements keep coming adding further challenges to CSPs. Yet, CSPs are not just watching the incoming tide, they are putting in sea defences to manage the changes and ensure that they can cope with whatever the future brings.

The heightened speed of change is not a surprise. For years' end users have been in the driving seat and with an increasing number of young adults who have only ever known a technological society, it is paramount that CSPs keep evolving.

Service and Network Assurance

Too crucial elements centres around service delivery and network assurance. Telecoms.com latest annual operator survey, entitled "Digital Transformation" released earlier this year, found that some of the biggest challenges felt by operators in protecting digital revenues were real-time assurance (91.2%) and the complexity of network virtualization (83.5%).

This will be increasing significant to resolve as digital services increase. Of the 117 global operator respondents in Telecoms.com survey, 31% expects more than 20% of their 2017 revenue to come from digital services, with 16.5% stating 15% - 20% of revenues will derive from these services.

Ensuring OSS Support

Considering the critical link between revenue and delivery of digital services, CSPs have an increasingly vested interest in ensuring their OSS infrastructure is optimized to cope with this barrage of next generation technologies.

Indeed, Telecoms.com found that 16% of operators favour rip and replace. The other two options offered were fairly close in outcome. Building custom components to update legacy systems 34% and building an adjunct system that runs alongside existing legacy systems, which will then be phased out over time reached 49%.

Operators tend to shy aware from rip and replace transformations over the years as the cost and risk elements are significant. Many CSPs' infrastructure have been established from years of bringing together vital systems to serve the technology of the day.

Federating / Virtualizing to Network Success

Legacy systems still play an important role in supporting existing services - even if they will struggle to support the future. By federating systems, new and old infrastructure can be brought together to be efficiently and effectively managed. This provides CSPs with the tools to stay ahead of competition and offer an enhanced service and network performance.

Building network assurance solutions are a must to monetize digital services. Competition is widening as digital services attract new entrants to the marketplace. CSPs must manage the wave of new entrants and gain a competitive edge utilizing its existing customer base, but this can only be achieved if service and network assurance can be effectively managed with the right systems in place.

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