Next Generation OSS: CSPs race for success

The race track is set for CSPs. Who will claim the title? From customer support, to agile operations, to resolving networks issues – the winner will be the fastest. Next generation OSS has been identified as the key to success; but what is next generation OSS and how can it help take the prize?

Next generation OSS is a more intelligent and proactive approach to operational support. Infrastructure that can cope with the demands and complexity of new technology; offering agility and stability. It is time for the back end to catch up to the new wave of industry tech.

Operational abilities

From 5G and LTE, to the quick rise of SDN and NFV, as well as a new world of connected devices, the industry is changing, and so must the vital infrastructure that supports it. This poses new operational challenges to CSPs, especially as physical and virtual networks will be required to operate in parallel.

The operational layer must support existing as well as new technology. Breaking down silos and adaption is essential to ensure this happens. The potential of existing networks to support and create revenue from this new technology is vast. CSPs have all the right tools to ensure they can effectively compete if they adjust to the new demands.

OSS success

Supporting new technologies, OSS must have a real-time ability, be automated and intelligent. The human requirement must be eliminated for the true benefits of the technologies to be realized. The vast amounts of data handling required can only be served by a system that can intelligently and automatically sort and service the needs.

This can be enhanced by a federated network approach. An umbrella solution that pulls together the information from various systems to greatly enhance the speed. The agility this offers CSPs to simultaneously service both physical and virtual networks, offers a huge starting point from a speed perspective.

Celebrating the OSS winners

To ensure success and longevity, CSPs have had to repeatedly adapt and change. New technology has been sent to test their services and robustness more than once and they strive to remain relevant in the ever-changing sector.

Next generation OSS is the next necessary evolution of the CSP infrastructure that ensures survival for the future challenges. With the vast rise of data from the array of new technologies, an automated and intelligent OSS approach paves the way for CSPs to survive and strive ahead.

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