

The 'automotive' journey

Automation is an essential route for CSPs in their quest to achieve the best customer experience, from enhanced provisioning, interactions and network performance. Yet, with so many discussions regarding utilising automation to improve operational ability, what does it really mean and are CSPs taking the best approach?

Driver-free automation

The concept of true automation is the ability for CSPs to deliver services, without any human intervention. This approach creates agility for CSPs, so devices connect to systems directly; set up to communicate data and authorise usage as required.

Yet, CSPs are generally not ready for full automation of their systems. Many still lack the interational ability between new technologies and legacy systems. Building a bridge across all operations is the imperative first step to achieve the benefits of automation.

Creating end-to-end automation across systems will enhance operational ability and reduced expenditure. CSPs are at various stages of maturity with true automation, with no human touch points. The level of complexity, with custom built systems, multiple layers, and siloed operations continues to challenge creating an interoperable, fully automation solution.

Building in automation is widely regarded to be mainly about delivering better, real-time services to customers. Whilst this is indeed true, performance is another critical advantage, but only if used in conjunction with the rich-data that is produced from today's intelligent systems.

Heading down the automotive road

As the industry takes more steps towards making 5G productised and consumer demand drives increased uptake of the Internet of Things (IoT) devices, automation will play a pivotal role in the CSP delivery model.

The sheer scale of connections and the amount of data produced, from the millions of minute transactions, will need to be automated for the CSPs to efficient and affordably manage.

The automotive approach is accepted by the sector as the best, and only way, to survive this device heavy, data-drowning era we face. Automation puts CSPs at the wheel, providing the ability to travel down the chosen road. But as with any journey, check over your vitals to ensure your vehicle is robust and in good order, to ensure that you can reach your destination.

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