RESOLVE

Telecom Ops in 2023

Disrupting the Status Quo to Build Resilient Networks That Drive Service Excellence

Your panelists today

Elaine McCarthy
Director of Partner & Field Marketing

Sudeep Pondala
Global Consultant
Ericsson

Oliver Cantor
Product Strategy
Verizon

Joe Doyle
Sales Engineering
Resolve

Technology advancement is creating massive opportunities & challenges

Telcos must disrupt themselves or be disrupted

- 5G
- Software-defined networks
- AI / ML
- Edge
- Cloud
- Internet of Things

RESOLVE

RESOLVE™

Top 3 trends for Telecom in 2023 and beyond

TREND 1

From SLAs to XLAs:

Digital transformation now or bust

- ❑ Drive service excellence
  - ❑ Create and scale digital-native customer experience
- ❑ Operational and infrastructure-led excellence
  - ❑ Agile and resilient network and IT tech stacks

RESOLVE

TREND 2

Service Excellence, But Make It Cost Effective:

Radical redesign of service operations

- Minimize complexity
  - Services and product portfolio
  - Market approach
  - Technology
- Maximize capacity utilization
- Optimize ITSM processes

TREND 3

The Ubiquity Imperative:

Uncover new revenue opportunities in the always-on-everywhere world

- ❑ Huge growth in mobile traffic and bandwidth requirements
- ❑ Drive XLA: demand for always-on, personalized, high-quality, digital services — across any channel
- ❑ Investment choices: the right transition path from their current architecture

RESOLVE

RESOLVE™

Automation: The Disruptor You Need?

Building resilient networks that drive service excellence

A Makeover for the Network

1.8m petabytes

Projected growth in data traffic by 2026 (24% YoY 2022-6)

$1.4 trillion

Cost of capital expenditure to build and upgrade networks between 2022 and 2026

SOURCE: https://www.accenture.com/us-en/insightsnew/communications-media/comms-industry-vision

RESOLVE

RESOLVE™

Next-Gen Telco Networks

What does the future look like?

5 practical automations for future networks

1. Polling the network
2. Customer Service
3. Left-shift the NOC
4. IT capacity to handle 5G
5. Customer self-help as 5G expands

RESOLVE

RESOLVE

Get the State of IT Automation Report today!

RESOLVE™