



Telecom Ops in 2023

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



Your panelists today

RESOLVE 



Elaine McCarthy
Director of Partner &
Field Marketing


ERICSSON



Sudeep Pondala
Global Consultant
Ericsson

verizon 



Oliver Cantor
Product Strategy
Verizon

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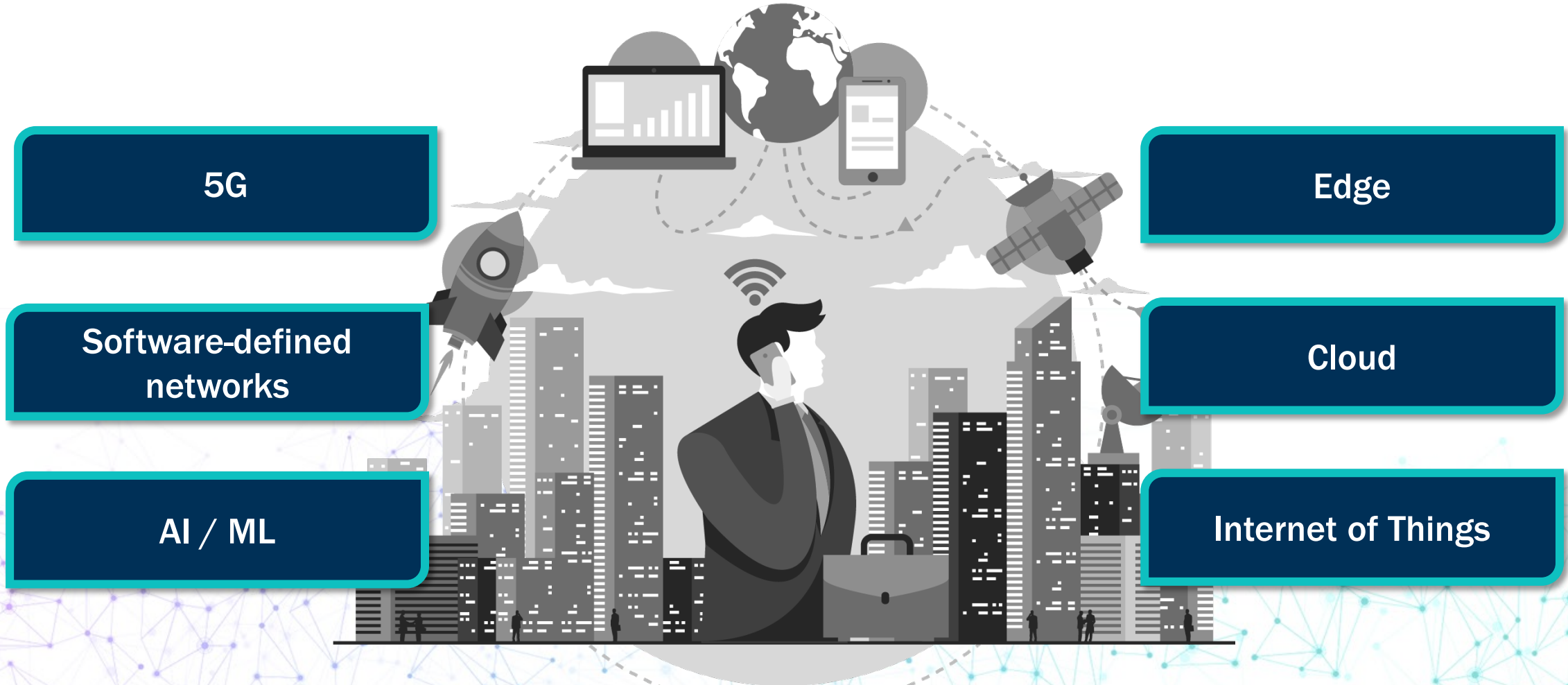


Joe Doyle
Sales Engineering
Resolve

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Technology advancement is creating massive opportunities & challenges

Telcos must disrupt themselves or be disrupted

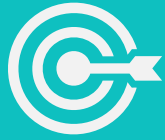




Top **3** trends for Telecom in 2023 and beyond



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

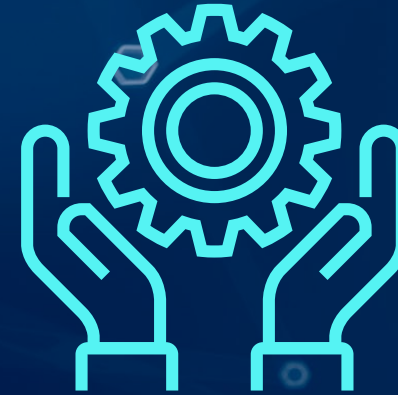
❑ Minimize complexity

- ❑ Services and product portfolio
- ❑ Market approach
- ❑ Technology

❑ Maximize capacity utilization

❑ Optimize ITSM processes

TREND 2



**Service Excellence, But
Make It Cost Effective:**
Radical redesign of service operations

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



Automation: The Disruptor You Need?

Building resilient networks that drive service excellence



A Makeover for the Network

1.8_m  **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>

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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



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