Telcos see AI and standards compliance as key to future BSS/OSS

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A new survey of 200 communications service provider (CSP) decision-makers, ranging from CIOs to systems engineers, reveals growth in spend on operational and business support systems (OSS / BSS) as CSPs look to increase customer service innovation and make use of AI.

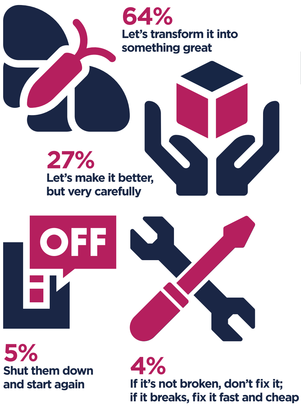
Nearly 50% of respondents are increasing investment in OSS / BSS this year, while a further 35% are maintaining current levels of spend.

Yet change to BSS is likely to be incremental rather than radical. Whereas fully 96% of respondents are working to improve their BSS only 5 % want to scrap what they have and start again.

Are you actively increasing or decreasing your OSS / BSS investents this year?

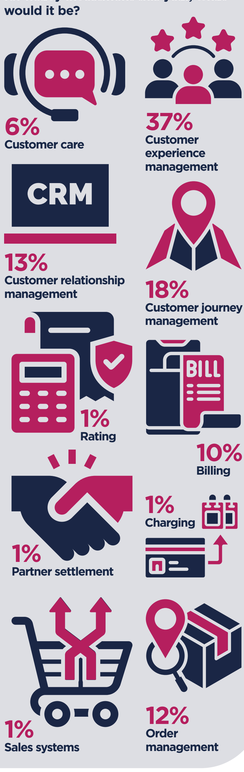


What best describes your approach to legacy BSS?



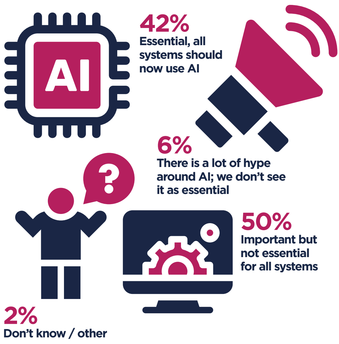
When it comes to prioritizing where to spend money the customer continues to reign with telcos showing a marked preference for investment in customer management systems.

If you had to choose one BSS area for heavy investment this year, what would it be?



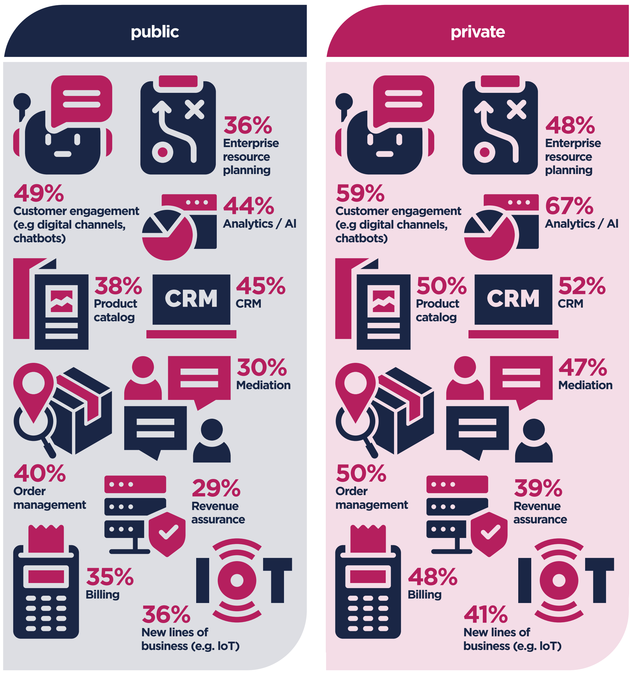
One of the must-haves of future BSS is AI. Respondents overwhelmingly see AI as important to their future OSS / BSS, with 42% viewing it as essential for all systems and 50% viewing it as important.

How important is native AI in any new OSS/BSS you procure?



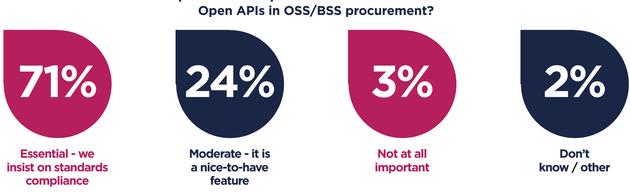
Telcos' adoption of AI, which benefits from a cloud-native approach to working, is helped by their transfer in recent years of BSS / OSS applications to public and private clouds. Unsurprisingly, **AI and analytics workloads have experienced the biggest shift to the cloud,** followed closely by customer engagement.

Which BSS workloads have already moved to public or private clouds



Telcos are also keen to avoid rebuilding the black box legacy systems of the past, with 71% of respondents insisting on standards compliance when purchasing new OSS / BSS.

How important is compliance to standards like TM Forum's Open APIs in OSS/BSS procurement?



Read the report to find out more

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