End-to-end network automation:
ambitions and progress within the telecoms industry

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To find out more about the research findings, please see the related thought leadership report **here**.

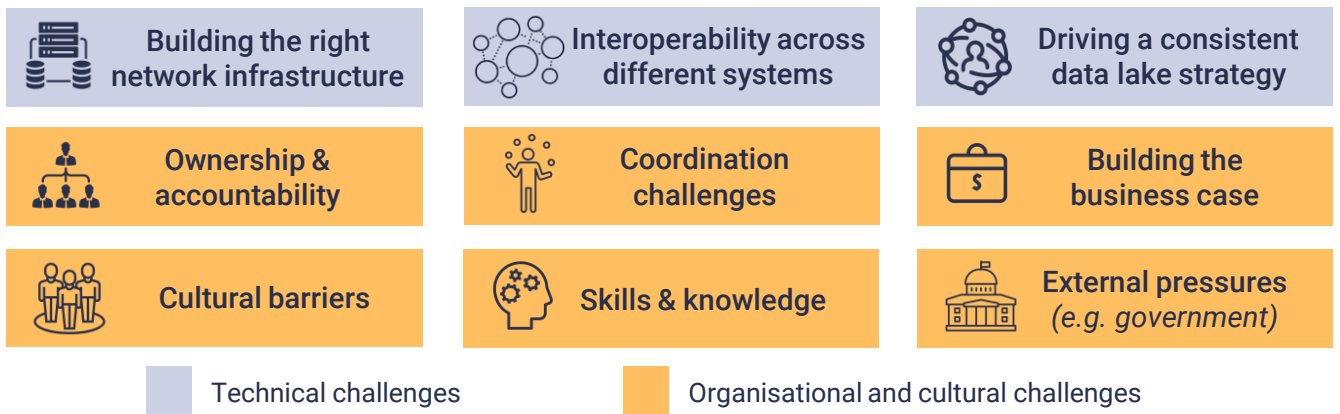## Most telcos are automating to drive cost efficiencies and improve customer experience

Main drivers for network automation

81%
of operators have cited efficiency & cost reduction as their key driver

45%
of operators want better accuracy in their networks

63%
of operators automate to enhance CX

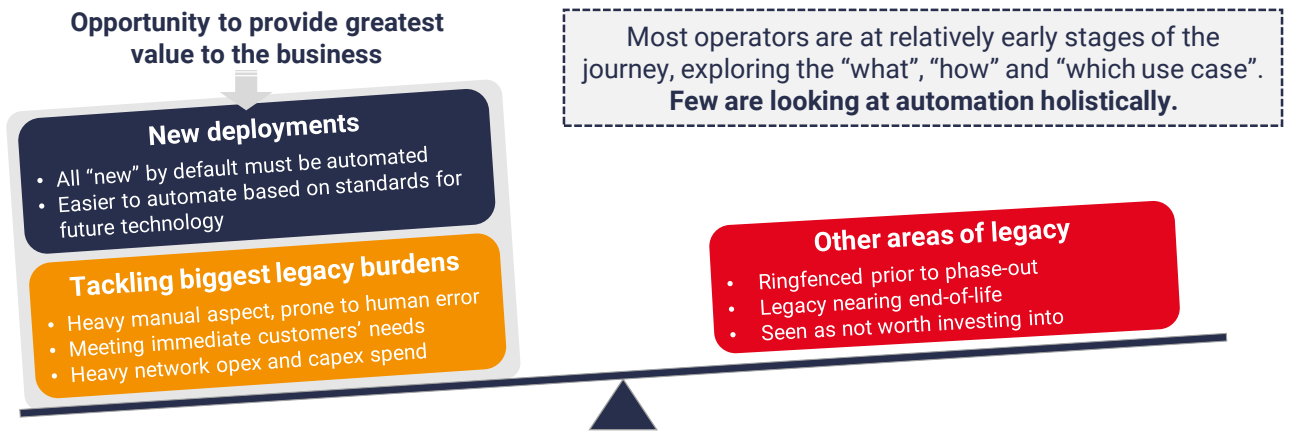**45%**
of operators want agility & faster network innovation
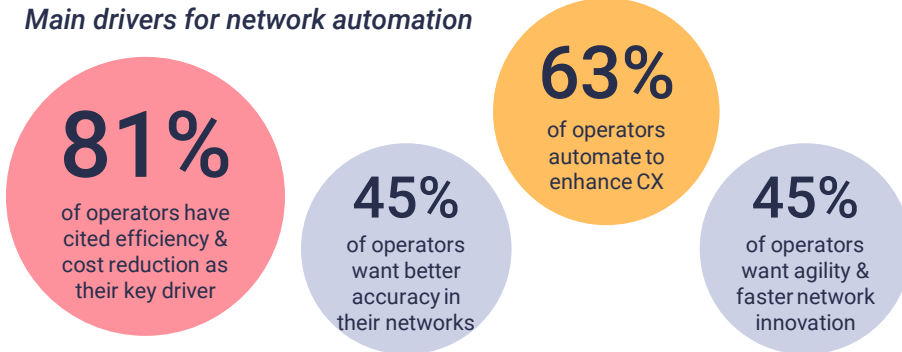
Other drivers include:
- Better resilience & reliability
- Better employee retention & satisfaction

The most pervasive challenges slowing down telcos' automation efforts are not technical

- Building the right network infrastructure
- Interoperability across different systems
- Driving a consistent data lake strategy
- Ownership & accountability
- Coordination challenges
- Building the business case
- Cultural barriers
- Skills & knowledge
- External pressures *(e.g. government)*

Technical challenges | Organisational and cultural challenges

Many telcos have prioritised network automation efforts on new and 'high cost' legacy areas

Opportunity to provide greatest value to the business

Most operators are at relatively early stages of the journey, exploring the "what", "how" and "which use case". **Few are looking at automation holistically.**

New deployments
- All "new" by default must be automated
- Easier to automate based on standards for future technology

Tackling biggest legacy burdens
- Heavy manual aspect, prone to human error
- Meeting immediate customers' needs
- Heavy network opex and capex spend

Other areas of legacy
- Ringfenced prior to phase-out
- Legacy nearing end-of-life
- Seen as not worth investing into

There are four key ways for telcos to drive and accelerate their network automation journeys

1
Have a **clear people, culture and change management vision** so employees understand how their roles will evolve with automation

2
Build **automation into products and services from inception** in order to reap the full rewards of network automation

3
Ensure **cross-team collaboration** so common goals and issues are dealt with coherently and cohesively

4
Embrace **closed-loop automation** and establish **clear governance for accountability**