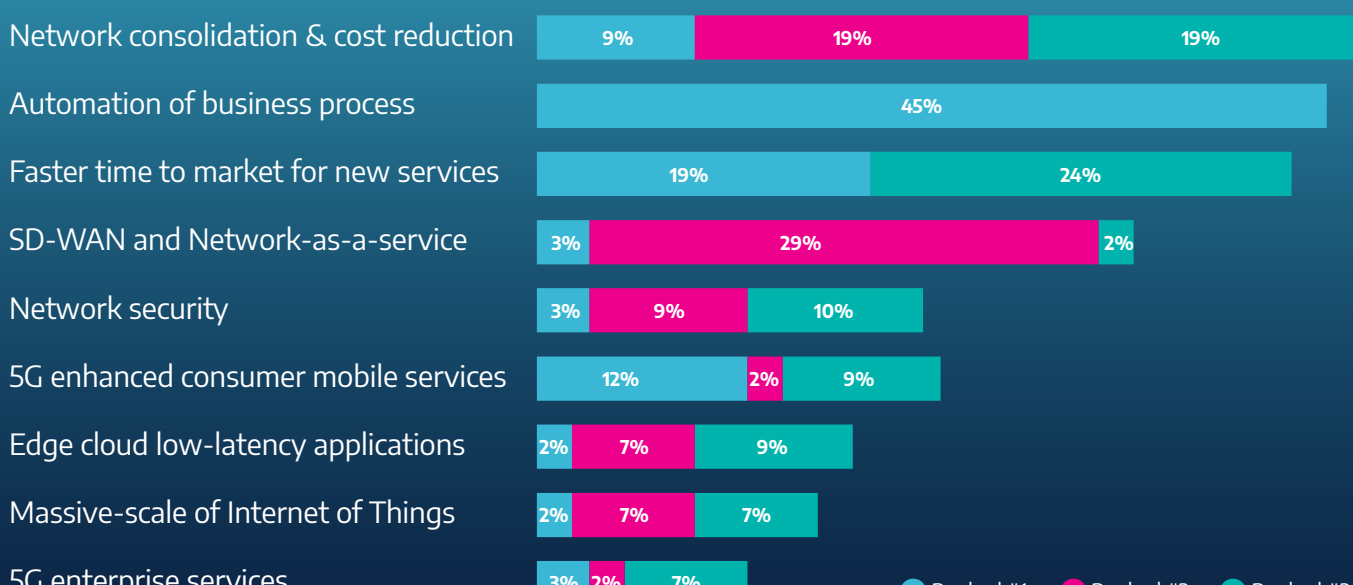


Performance Pressures: What's on Service Providers' Minds for 2021?

The COVID-19 pandemic and the pressure it has placed on the network have brought into focus the fact that the world has moved beyond simply connecting people to required “always-on” access to digital services.

Communications service providers (CSPs) are continuing to improve the efficiency of IT and network operations to automate faster provisioning and ongoing assurance of these critical “always-on” network services, but the work is not done. The following depicts the results of a global survey of service providers from Accedian.

Top Priorities for CSPs



Top business priorities

- 1 Network consolidation and cost reduction is a top three priority for nearly half (47%) of service providers. 45% rank automation of business processes as their number one priority. Both relate to the drive for operations efficiency, agility and speed.
- 2 Faster time to market for new services is not surprisingly near the top. Mobile operators in particular are concerned about bringing advanced 5G consumer services to market.
- 3 SD-WAN and Network-as-a-Service are driving the need for automation and multi-layer network and application performance visibility. 5G enterprise services are less of an immediate priority as mobile operators are just starting to roll out new 5G core networks that will enable network slicing and multi-access edge computing.



James Crawshaw
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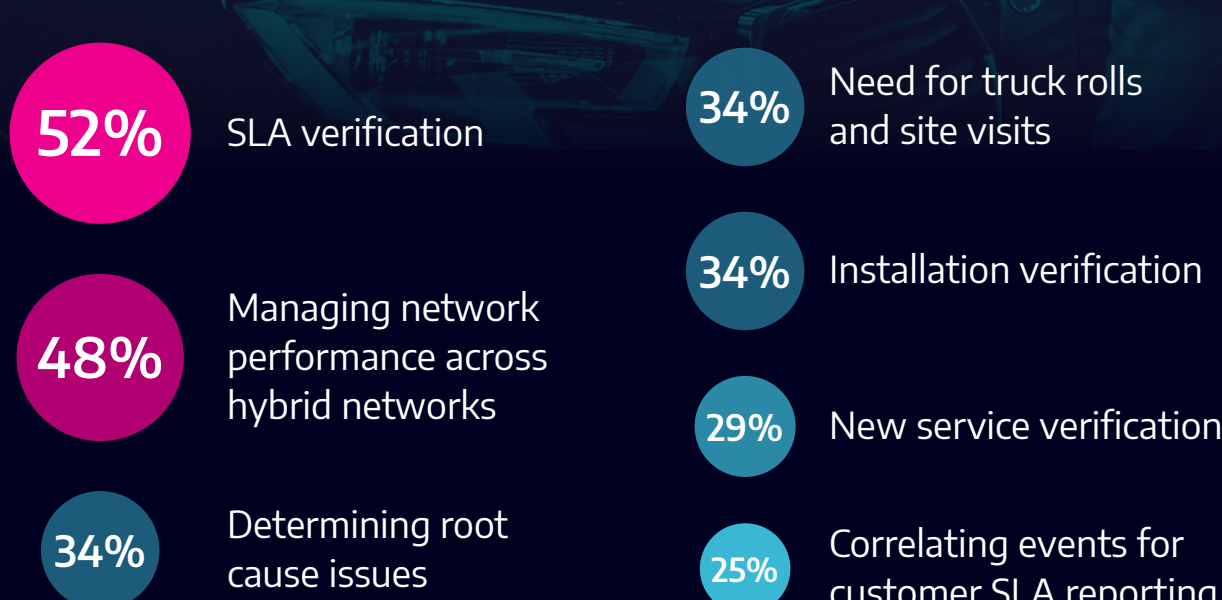
“A performance management system has to be highly automated. To be cost competitive operators must automate the entire lifecycle from initial provisioning to ongoing assurance. Test and assurance functions should be included with the service definition and orchestrated together with the service.”

Service Performance Pain Points

SLA verification and managing network service performance across hybrid networks are the top challenges keeping CSPs up at night. The growing adoption of SD-WAN is driving the need to manage performance across multiple transport networks (including third-party networks). SLA verification requires the correlation of events across the overlay and underlay network for customer SLA reporting.

Multi-layer root cause analysis is also connected with underlay and overlay SLA reporting, clarifying that the challenge lies not only with the SLA reporting side of the equation. Preventing the need for truck rolls and site visits are always a concern due to the cost and time resources they consume.

Top Challenges in Managing Service Performance



“Heavy Reading’s survey results show that SPs believe SD-WAN will be a key tool to deliver on the demands of the network. However, many challenges and concerns remain. Integrating management of the overlay and the underlay: the difficulty of unified management, root cause analysis, and problem resolution of the combined overlay and underlay network emerged as a significant issue. It is one where the SPs could clearly benefit from an assist by their SD-WAN partner ecosystem.”

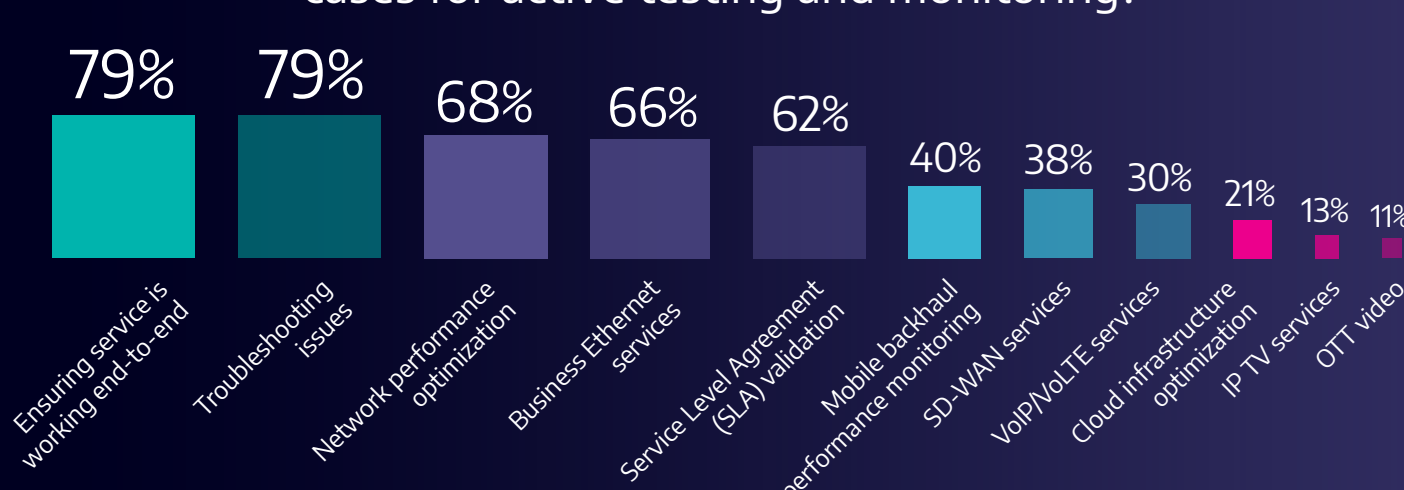


Jennifer Clark
Principal Analyst
HEAVY
REAL WORLD RESEARCH

Source: Heavy Reading's The Future of Managed SD-WAN Services Report

The Value of Active Monitoring and Assurance

What are your organization's primary use cases for active testing and monitoring?

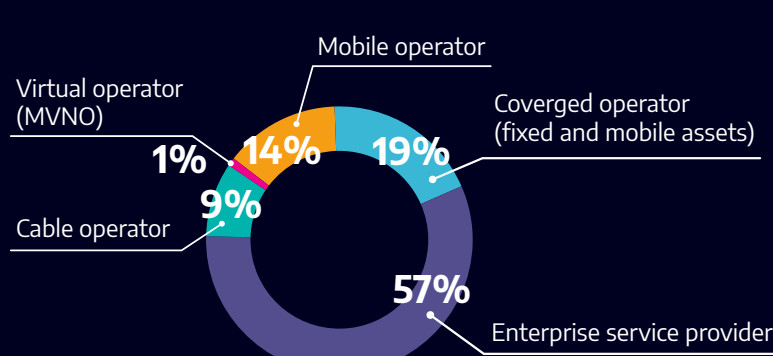


Testing new applications and services, and the network underlay on which they depend, is paramount. However, a one-off test at launch will not suffice. As the number of 5G devices begins to proliferate, and 5G network traffic increases, there will be bandwidth demands and new low-latency requirements on the network that impact services and applications.

These challenges drive the need for end-to-end service assurance and visibility, troubleshooting across domains, mobile backhaul optimization and SLA validation. Without it, operators will be unable to provide the SLAs and quality of experience (QoE) required to support new 5G-based revenue generating services.

About the survey

Data is based on 58 service provider respondents surveyed globally Q4 2020, data compiled January 2021.



Accedian is the leader in performance analytics, cybersecurity threat detection and end user experience solutions, dedicated to providing our customers with the ability to assure and protect their digital infrastructure, while helping them to unlock the full productivity of their users.

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