## Shaping the Future of Communications: **Telecom Transformation** Priorities and Progress

landscape of constant change marked by surging network traffic, shifting consumer expectations, rapid technological evolution, and intense market competition.

Communications service providers (CSPs) are navigating a

To survive and thrive, network transformation is essential - a combination of open standards, cloud infrastructure and its corresponding operating model, and cloud-native network functions. At stake is nothing less than the future of communications.



And



88% of CSPs globally say that

network transformation is critical to their organization's survival



say they have a formal transformation strategy



technology executives worldwide about the state of telecom transformation, with a focus on the benefits - and challenges of an open network architecture. CSPs prioritizing open networks are significantly more prepared to seize the future.

These are some of the core findings of a new survey from MeriTalk,

in partnership with Dell Technologies, that asked 450 network

explosion of connected devices and emerging data generated at the edge that present new monetization opportunities - if providers can keep up.

Executives report an

5G and edge computing (62%)

next five years? CSPs predict:

What technologies will have the greatest impact on the telecom industry over the

Automation and artificial intelligence (48%)

integration (46%)

Internet of Things (IoT)

#3



88% agree an open network architecture is necessary to be a best-in-class provider

68% say their networks are struggling to keep pace with customer needs

81% fear their customers will fall behind without edge data capabilities

Top business drivers:1

The co-creation of new services

Operational expenditure savings

ΛΠ Revenue growth

22% have an **open architecture** strategy today

But, transformation vision is outpacing execution.

Only

One in three say that transforming to an open network architecture is their No. 1 telecom priority

say their industry is not adapting fast enough 55%

to meet the demands of the edge

#### open network architecture is their No. 1 priority are significantly more

(52% to 29%)

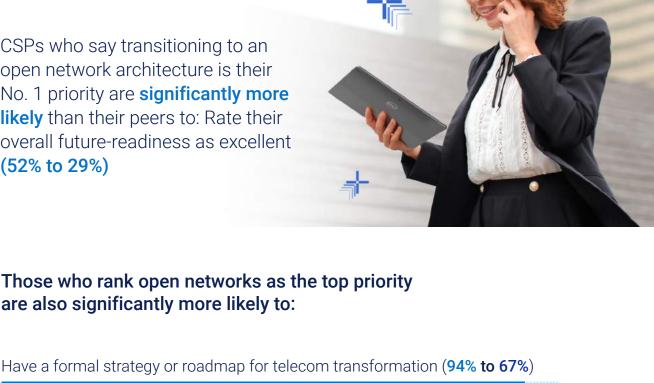
Future-ready CSPs stand out.



Those who rank open networks as the top priority are also significantly more likely to:

CSPs who say transitioning to an

likely than their peers to: Rate their overall future-readiness as excellent



Prioritize vendor partners based on frequency of new innovations (40% to 29%)

**Modernize:** Move from strategy to execution, aggressively updating

achieve a flexible and agile network. By embracing cloud-native functions, CSPs will not only stay relevant, but be prepared for

Call their recent approach to legacy transformation "aggressive" (64% to 42%)

# Telecom transformation =

Recommendations:

### hardware and software infrastructure to a platform that is flexible, secure, cost-efficient, and designed for telecom.

Automate: Implement cloud-native network functions and the corresponding automation and lifecycle management tools to

whatever comes next.

open standards + cloud infrastructure and its corresponding

operating model + cloud-native network functions.



Transform: Beyond technology, transform the human aspect of the organization. Evaluating and refining C-level visions, as well as processes, workforce skillsets, and overall organizational culture, will position CSPs to maximize growth for themselves and their customers.

network foundation for innovation ahead, Dell Technologies offers:

To support your journey to reduce costs today and build a future-proofed



follow-up briefings

Telecom cloud transformation

workshops and technical

Proof of Concept or Proof

of Technology feasibility

assessments



Discussions about transformation

financing options

Business case and cloud

transformation roadmap

development



<sup>1</sup> Analysys Mason. "Index of CSP readiness to adopt open RAN, core and edge: Final results." 2024



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