Enabling Telco to Techco Transformation

The journey from Telco to Techco aims to foster innovation, drive new revenue streams, and cultivate more strategic customer relationships. It requires far more than simply transforming the front-end customer engagement.

To deliver great customer experience, operators need to simplify, standardize, and automate the end-to-end process from the initial acquisition of customers to orchestration, assurance, and monetization.
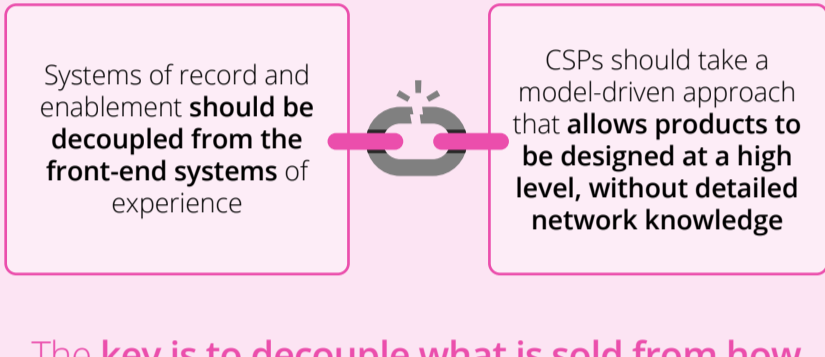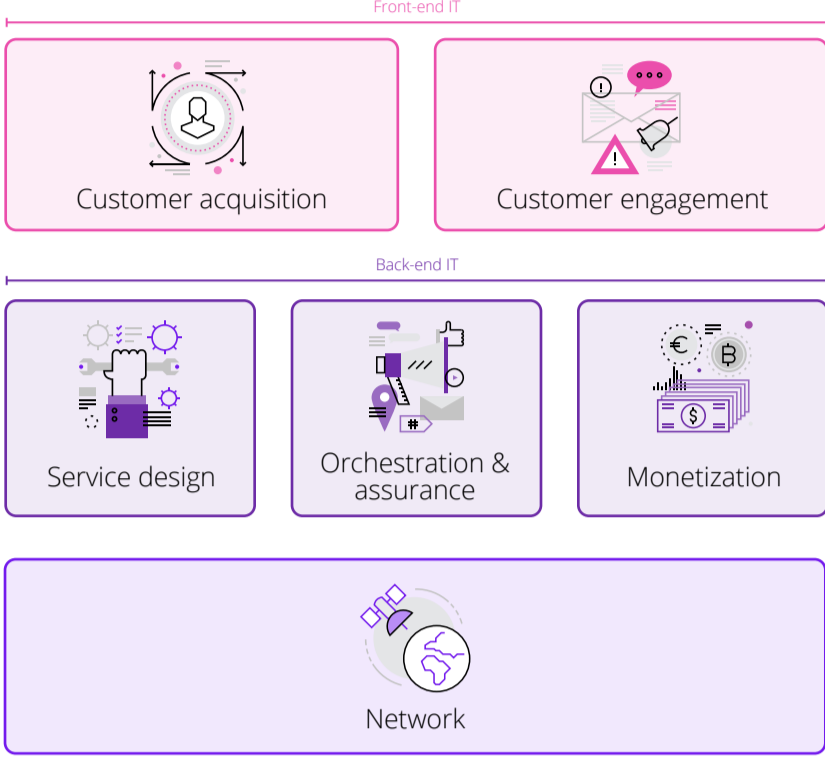
"We are building the best connectivity for our customers, but growth will come through opening up our services, partnering and embarking upon new revenue models."

Colman Deegan
CEO OF VODAFONE SPAIN

While front-end **digitalization is necessary** for Telco
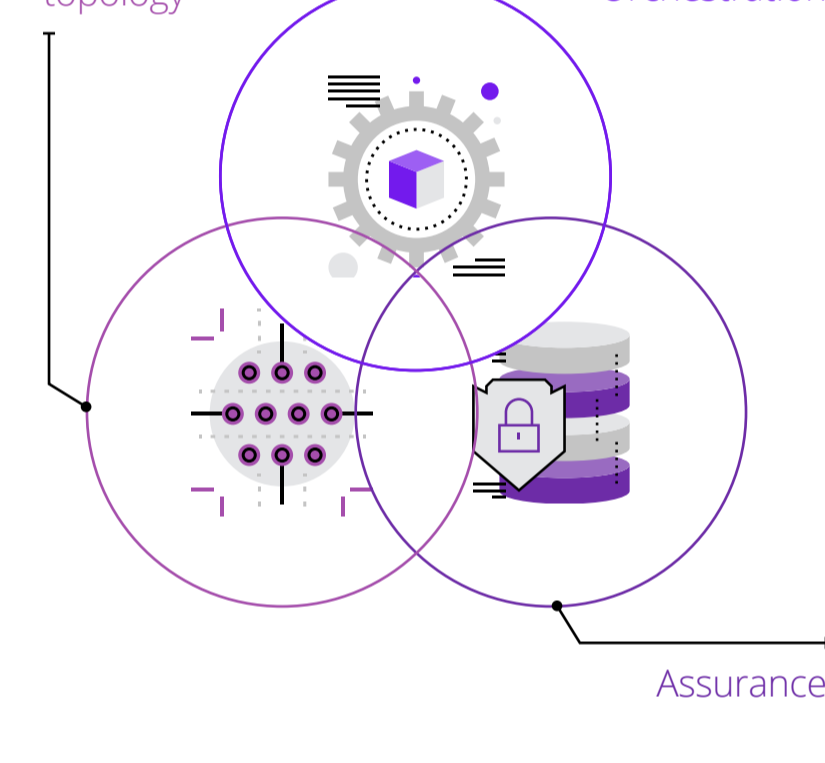
For Techco, **it is insufficient**.

It also requires the digitalization of an operator's back end systems.

Front end IT

Customer acquisition

Customer engagement

Back end IT

Service design

Orchestration & assurance

Monetization

Network

Systems of record and enablement **should be decoupled from the front-end systems** of experience

CSPs should take a model-driven approach that **allows products to be designed at a high level, without detailed network knowledge**

The **key is to decouple what is sold from how it is delivered** by using abstraction layers.

The foundation: Network as a Service (NaaS)

CSPs need to adopt a NaaS approach that combines:

Inventory and topology

Orchestration

Assurance

Buy for efficiency, configure for differentiation

Building proprietary systems is a huge undertaking for resource-constrained operators. **Telcos'** scarce developer talent should be focused on customer-facing systems of engagement while off-the-shelf solutions should be used for **systems of record** (e.g., inventory) **and enablement** (e.g., orchestration, assurance).

Differentiation can still be achieved through the unique combination of software solutions an operator chooses and how they are configured.

Approaches to Telco to Techco IT transformation:

	DIY SOFTWARE	3RD PARTY SOFTWARE	MANAGED SERVICE
AGILITY	★★ Making code changes, regression testing and deployment is slow	★★★ Low/no-code changes possible	★ Very difficult to make changes
FLEXIBILITY	★★★ Solutions highly customizable but requires large effort	★★ Solutions can be configured from open, modular components	★ Very difficult and expensive to make customizations
COST	★★ Open source software is not free - have to support & maintain	★★★ Commercial solutions can have lower TCO	★ Reduces some CapEx but increases OpEx more

More stars = better/lowest in cost

To pursue the Telco to Techco transformation, operators must:

Rearchitect their back office

Unify their operations

Drive efficiency through automation

The operational systems that operators select should be:

Open and standards-based

Modular

Cloud native

To learn more about Telco to Techco transformation, download the full Omdia paper here

go.oracle.com/LP=125242?elqCampaignId=322298

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