

The back office in 5G:

a framework for reimagining and reshaping OSS for the 5G era

CSPs recognise that there are **many challenges for their systems**, both in terms of current operations and IT/service evolution

Pressures on the back office

Front-office digitisation

- Mobile apps, chat bots, automated attendants
- 24/7 availability

Network cloudification and disaggregation

- NFV
- SDN
- Cloud-native

Opex reduction and improved efficiency

- Eliminate manual processes
- Cross-departmental cohesion

New 5G services

- Industrial IoT
- Network slicing
- NaaS



CSPs must **modernise the back office** with systems consisting of three **highly automated OSS functions**, bolstered by ML/AI



Three-pronged strategy

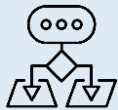
RATIONALISE AND MODERNISE

- Tool de-duplication
- Vendor rationalisation
- Cloud native/DevOps/CI/CD



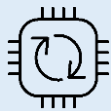
STANDARDISE AND ABSTRACT

- Standards blueprint
- Abstract complexity
- Open and standards-based APIs



ORCHESTRATE AND AUTOMATE

- Multi-layer orchestration
- Network and service lifecycle management
- Closed loop automation



Three pillars of OSS

Service orchestration

Business intent to service intent

Order management

Network orchestration

Service intent to network intent

Domain controllers

Resource orchestration

Automated assurance

Monitoring

Analytics

SQM

Closed-loop automation

ML/AI

A **modernised OSS** puts CSPs in a better position to provide an improved experience, both internally and to customers

CSPs back in control



Agility for the 5G era

Attract talented workforce



One-click customer experience



Read the full report [here](#).