

OSS/BSS INNOVATIONS

THE MOST EXCITING OSS/BSS INNOVATIONS FOR 2022

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PART 01

PROLOGUE: SETTING THE SCENE FOR INNOVATION



INTRODUCTION

“Progress is impossible without change, and those who cannot change their minds cannot change anything.”
George Bernard Shaw

We are currently living through a revolution for the OSS/BSS industry and the customers that we serve.

It’s not a question of if we need to innovate, but by how much and in what ways.

Change is surrounding us and impacting us in profound ways, triggered by new technologies, business models, design & delivery techniques, customer expectations and so much more.

Our why, the fundamental reasons for OSS and BSS to exist, is relatively unchanged in decades. We’ve advanced so far, yet we are a long way from perfecting the tools and techniques required operationalise service provider networks.

In people like you, we have an incredibly smart group of experts tackling this challenge every day, seeking new ways to unlock the many problems that OSS and BSS aim to resolve.

In this report, you’ll find 25 solutions that are unleashing bold ideas to empower change and solve problems old and new. These solutions are best described as being more revolutionary than evolutionary, a guide to new frontiers.

I’m thrilled to present these solutions in the hope that they’ll excite and inspire you like they have me.

Ryan Jeffery

Passionate About OSS



Problem Statements

At the highest level, the use cases for OSS and BSS have barely changed since the earliest tools were developed.

We still want to:

- Monitor and improve network / service health
- Bring appealing new products to an eager market quickly
- Accurately and efficiently bill customers for the services customers use
- Ensure optimal coordination, allocation and utilisation of available resources
- Discover operational insights that can be actioned to quickly and enduringly improve the current situation
- Ensure all stakeholders can securely interact with our tools and services via efficient / elegant interfaces and processes
- Use technology to streamline and automate, allowing human resources to focus only on the most meaningful activities that they're best-suited to

The problem statements we face still relate to doing all these use-cases, only cheaper, faster, better and more precisely.

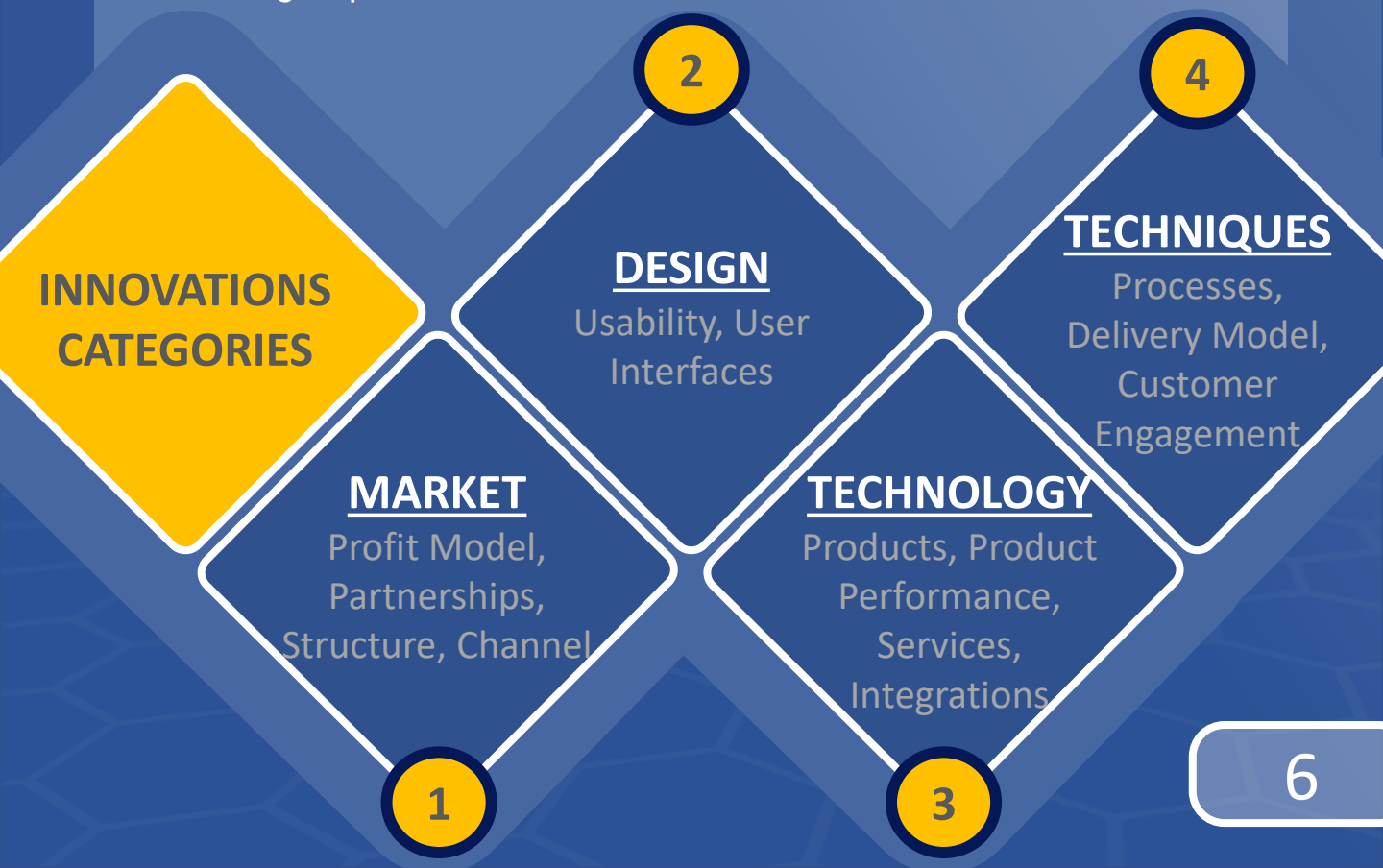
THE CALL TO INNOVATE

You've read the problem statements on the previous page. No doubt you've experienced similar challenges, perhaps repeatedly, over the years. Despite the best efforts of so many brilliant specialists, a subtle sense of disillusionment exists when some people discuss OSS/BSS solutions. Whilst there are many reasons for this pervasive disappointment, the real root-causes are arguably **the big** (big projects, budgets, teams, complexity and expectations) and **the small** (ambition, improvement / thinking, experimentation and tolerance of failure).

Innovation is not just a better product or technology. It's a complex mix of necessity, evangelism, timing, distribution, exploration, marketing and much more. It's not just about thinking big. In many cases, it's about thinking small – taking one small obstacle and re-framing, tackling the problem differently than anyone else has previously.

We issue this Call for Innovation as a means of seeking out and amplifying the technologies, people, companies and processes that will transform, disrupt and, more importantly, improve the parallel worlds of OSS and BSS. Innovation represents the path to greater enthusiasm and greater investment in our OSS/BSS projects.

We've categorised each of the 25 exciting innovations in this report into four main groups:



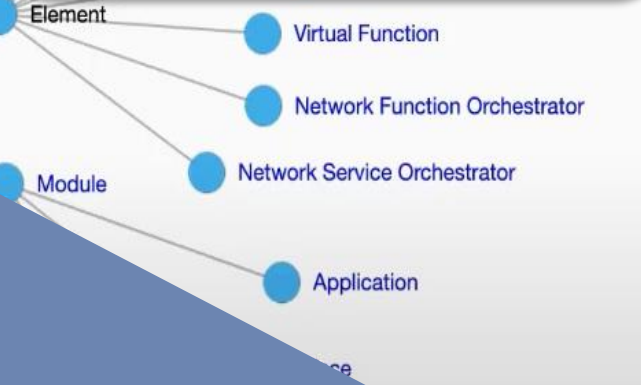
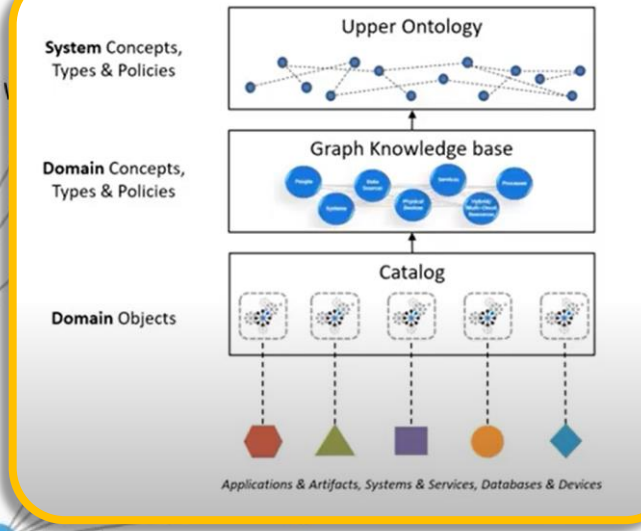
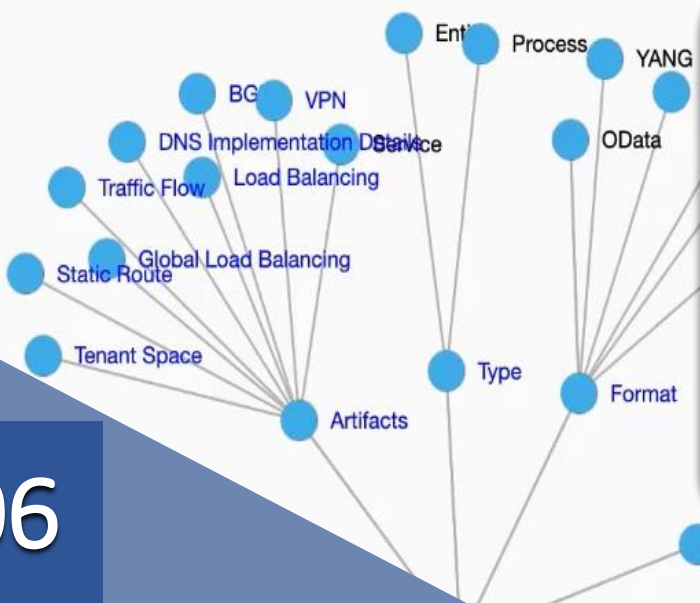


PART 02

INNOVATIONS: IDENTIFYING THE INDICATORS OF INNOVATION



06



NO-CODE INTEGRATION, WORKFLOWS & SERVICES

Problem: The integration tax, the cost of interfacing with the many fragmented sub-systems in an OSS/BSS/NMS stack, has always been a significant challenge, cost and risk for transformation projects.

EnterpriseWeb provides a no-code environment that streamlines IT integrations and transformations.

EnterpriseWeb's CloudNFV is an intelligent multi-domain orchestrator, which empowers highly-automated and agile telco operations. This model-driven platform eliminates tedious and redundant integration tasks to accelerate service delivery.

The CloudNFV solution features a harmonized telecom operational model with standard industry concepts, types and relationships. It can be extended to incorporate any telco's internal information model.

This umbrella abstraction provides a single source-of-truth for complex multi-vendor, multi-domain, multi-cloud use-cases.

The graph-connected model provides shared metadata and state necessary to support declarative composition of intent-based network services, intelligent orchestration and closed-loop end-to-end automation – with no code.

CloudNFV is an innovative, cloud-native, model-based, event-driven and policy controlled OSS platform.



PART 03

SUMMARY:
WHAT HAPPENS NEXT

ENGAGING THE INNOVATORS

Do you wish to engage with any of the innovators / innovations described in this report? You can by:

01//

Self-serve

Reach out to the innovators in this report via the URLs provided on each page.

02//

Let us connect you

Passionate About OSS act as connectors and would be delighted to help you identify the right technologies, products and people for your next OSS/BSS innovation project, including those in this report.

03//

Initiate a Project

Passionate About OSS plan, advise and help to implement OSS/BSS projects.

If you need assistance with your next OSS/BSS innovation project or strategic challenge, please contact us.

04//

Kick-start an Innovation Program

Let us assist you to initiate an innovation program that could include technology identification, research collaborations, product partnerships and more.



FINAL THOUGHTS

“Where all think alike there is little danger of innovation.”

Edward Abbey

The exponentiality of technological progress tends to surprise us as change initially creeps up on us, then overwhelms us.

Hardware is scaling exponentially, OSS/BSS software is lagging and wetware (ie our thinking) could be said to be trailing even further behind. The level of complexity that has hit OSS/BSS in the last decade has been profound and has probably overwhelmed any linear thinking models we've applied.

The continued growth from technologies such as network virtualisation, Internet of Things, etc is going to lead to a touchpoint explosion that will further challenge our current models.

The opportunity to innovate is not just with technology. We hope this report has inspired you to also consider market-based and design-based innovation as well as the use of new and improved techniques.

We look forward to embracing the journey of innovation with the organisations in this report and the broader industry as a whole. We will continue to innovate, turning the impossible into the possible.



Market



Design



Technology



Techniques

ABOUT PAOSS

Here at **Passionate About OSS (PAOSS)** we are exactly that – Passionate about OSS, BSS, NMS or any other tools that help to operationalise your network.

We help the market build them, we write about them, analyse them, research them and constantly seek to evangelise and improve them.

We are a professional consultancy firm that helps clients with:

- **Buying an OSS** – Finding the best-fit OSS and BSS product / vendor / solution / training for your needs;
- **Implementing an OSS** – Initiating business improvement through a new or transformed OSS
- **Selling an OSS** – Creating compelling OSS collateral – for an offer, marketing, product road-map or business case; or
- **Investing in an OSS** – Conducting due-diligence on an OSS stack, whether that's the operational tools of a telco or the solution offered by an OSS vendor

We are connectors – We assist with projects large and small by connecting people, technologies, companies, processes, ideas, investors and more. If you would like to discuss how we might collaborate, please contactus@passionateaboutoss.com

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<https://PassionateAboutOSS.com/Innovation2022>