



OSS/BSS software and services: worldwide forecast 2022–2027



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About this report

This report provides forecasts for communications service provider (CSP) spending on OSS/BSS software and related services for 2022–2027. It provides details on spending by delivery model, service type and region, as well as the major drivers, including 5G. The report also provides recommendations for vendors and CSPs.

The report is based on several sources, including:

- Analysys Mason’s research from the past year
- interviews with CSPs and vendors worldwide.

KEY QUESTIONS ANSWERED IN THIS REPORT

- How will the shift towards 5G standalone affect CSPs’ spending on telecoms software?
- How will automation and cloudification change CSPs’ spending behaviour?
- What are the key trends and factors that will affect the OSS/BSS software market during 2022–2027?
- What are the regional factors that will drive growth?
- What should vendors do to exploit new business opportunities?
- How will professional services for OSS/BSS software perform during the forecast period?



GEOGRAPHICAL COVERAGE

- Worldwide
- Central and Eastern Europe
- Developed Asia–Pacific
- Emerging Asia–Pacific
- Latin America
- Middle East and North Africa
- North America
- Sub-Saharan Africa
- Western Europe

SERVICE TYPES

- Business fixed
- Consumer fixed
- IoT
- Mobile



WHO SHOULD READ THIS REPORT

- Vendor strategy teams that need to understand how CSPs’ spending is shifting and want to identify growth opportunities and areas of new investment in the OSS/BSS products and services markets.
- Vendors’ product management teams that are responsible for feature functionality, geographical focus and business growth.
- CSPs’ strategy and market intelligence teams that want to evaluate spending and investment metrics.
- Professional services vendors that want to understand the growth opportunities over the next 5 years.

Three key drivers of spending expected for the OSS/BSS segment during 2022–2027

1

The migration to 5G standalone (SA) architecture will remain a key driver of CSPs' spending during the forecast period

CSPs will strive for significant levels of operational automation as they begin to transition to 5G SA. ORAN and network slicing will require new orchestration and management solutions and will be new income sources for CSPs. Novel and improved orchestration and assurance technologies will be used, and 5G readiness will be a key differentiator among BSS solutions.

2

CSPs will invest in SaaS to simplify existing processes and consolidate systems

SaaS is expected to become a preferable alternative model for new BSS deployments. Originally, this model was particularly pushed by smaller and newer companies, but it is now also being used by more-established vendors. The use of SaaS for OSS will also grow rapidly, although at a slower rate due to the greater complexity, which calls for domain-specific automation tools.

3

The deployment of new, cloud-native systems will be critical for providing advanced services and capitalising on new revenue opportunities

5G slicing and the software-based nature of 5G networks will shift CSPs' spending from traditional network equipment and applications to cloud-based solutions. New income streams provided by cloud-native networks will compel CSPs to spend extensively on new cloud-based OSS and BSS technologies.



Executive summary and recommendations

Overall forecast

Forecast by market segment

Overall telecoms market context

Market definition

About the authors and Analysys Mason

About the authors [1/2]



Justin van der Lande (Research Director) leads the Applications practice. He specialises in business intelligence and analytics tools, which are used in all telecoms business processes and systems. In addition, Justin provides technical expertise for Analysys Mason in consultancy and bespoke large-scale custom research projects. He has more than 20 years' experience in the communications industry in software development, marketing and research. He has held senior positions at NCR/AT&T, Micromuse (IBM), Granite Systems (Telcordia) and at the TM Forum. Justin holds a BSc in Management Science and Computer Studies from the University of Wales.



John Abraham (Principal Analyst) leads our digital transformation research, including three research programmes: *Customer Engagement*, *Monetisation Platforms* and *Digital Experience*. His areas of focus include customer journeys and experience, the impact of 5G on BSS systems, telecoms enterprise opportunities, cost transformation, ecosystems and value chains, and micro-services-based architecture models. John has over a decade of experience in the telecoms industry. At Analysys Mason, he has worked on a range of telecoms projects for operators in Africa, Europe, India and the Middle East. Before joining Analysys Mason, he worked for Subex, a BSS vendor, and before that for Dell in India. John holds a bachelor's degree in computer science from Anna University (India) and an MBA from Bradford University School of Management (UK).



Dennisa Nichiforov (Senior Analyst) leads Analysys Mason's Automated Assurance research programme, which is part of the Applications practice. Her research focuses on the impact of emerging technologies (such as network function virtualisation (NFV), software-defined networking (SDN), cloud, 5G and IoT) on service assurance, the new demands around extreme automation and the opportunities and threats for the vendor ecosystem. Dennisa holds a BSc in environmental economics from the Academy of Economic Studies in Bucharest and an MA in logistics and supply chain management from the University of Greenwich.

About the authors [2/2]



Michelle Lam (Analyst) is a member of the Applications practice. She holds a BSc in physics and an MSc in quantum technologies from University College London (UCL), where she was an academic representative to the Students' Union and assisted with research at the UCL Centre for Blockchain Technologies. She has also worked as a data analyst in machine learning and experimental physics, and has undertaken quantum computing research at the London Centre for Nanotechnology.



Raúl Simmons Pérez (Research Analyst) is a member of the Applications research team in London. His research focuses on network automation and orchestration and deployments of software-as-a-service (SaaS) in the OSS and BSS spaces. He holds a degree in economics and modern languages (German and French) from the University of Warwick. During his studies, he conducted research on historical economic determinants of gender-based wage discrimination in Germany.



Alex Bilyi (Research Analyst) is a member of Analysys Mason's research team in London. He holds a BEng in Chemical Engineering and an MSc in Engineering Business Management from the University of Bath, where he was part of the practice track team responsible for researching and developing new XR products for an engineering and technology consultancy.

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 - Customer Engagement
 - Monetisation Platforms
 - Digital Experience
 - Automated Assurance
 - Service Design and Orchestration
 - Telecoms Software Market Shares
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 - Edge and Media Platforms
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