



The role of observability in a telecoms environment and how vendors can facilitate its implementation



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About this report

This report highlights the role that observability plays in supporting communications service providers' (CSPs') software environments. Observability is a cloud-native concept that is used in cloud-native IT platform tooling to provide insights into the internal state of a cloud-native environment (including applications, cloud platforms and the cloud physical infrastructure).

This report explains what observability is and why it is important to CSPs today. We highlight the challenges associated with CSPs' current approaches to implementing observability and how these issues can be addressed. We also provide an overview on use cases that can be achieved using observability and the current state of the vendor ecosystem, with details of those vendors that offer observability solutions to the telecoms industry.

The report provides recommendations to vendors that offer, or plan to offer, observability tools; the implementation of observability solutions in CSP environments should be seen as an ecosystem play and so will require collaboration between players.

The report is based on several sources including:

- Analysys Mason's previous survey projects about CSPs' IT transformation strategies
- interviews with vendors, including telecoms ISVs, software technology providers and public cloud providers
- interviews with CSPs.

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KEY QUESTIONS ANSWERED IN THIS REPORT

- What is observability and how can the telecoms ecosystem benefit from it?
- How can observability be implemented within the telecoms network environment?
- What are the challenges associated with implementing observability and how can they be addressed?
- Which observability solutions are vendors offering to CSPs and how are these solutions being developed?



WHO SHOULD READ THIS REPORT

- Product marketing staff at ISVs that want to offer observability solutions to CSPs. This includes network performance data providers, data platform providers and AIOps solution providers.
- Product development staff who want to reposition their observability offerings as solutions that can address the needs of the telecoms industry.
- CSPs that are looking to implement observability to support their DevOps needs.



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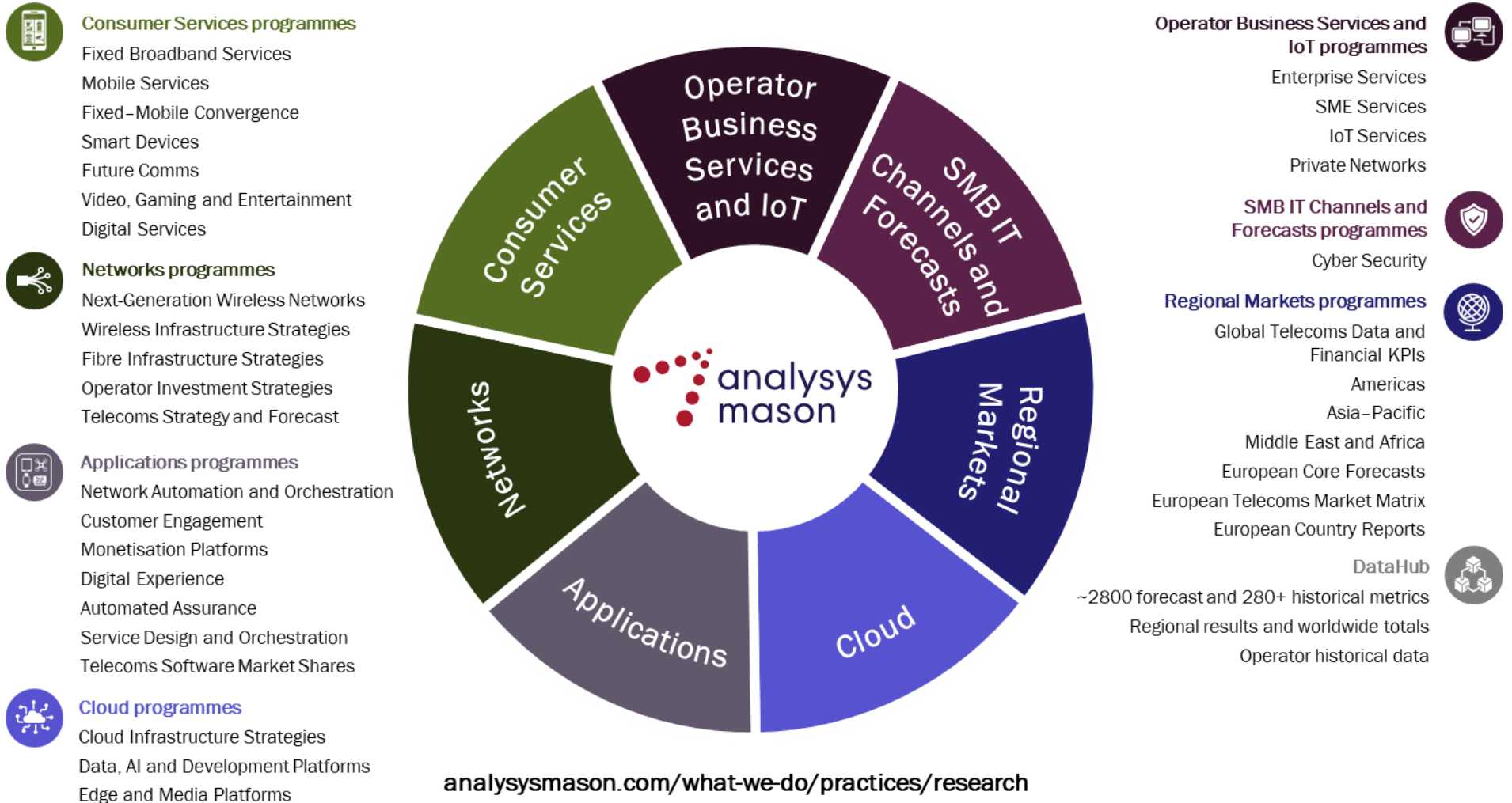
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About the authors and Analysys Mason

Our research programmes



PUBLISHED BY ANALYSYS MASON LIMITED IN **AUGUST 2022**

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