



Cloud compute services: survey of telecoms operators



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About this report

This report is based on a survey of 21 telecoms operators worldwide. The participants reflect a wide range of operator types, from domestic-only players to larger regional or global players. Most of the participating operators serve markets in Western Europe, but their coverage also includes Africa, Asia–Pacific and the Americas.

The overwhelming majority of the operators surveyed currently offer cloud compute services to their business customers. Over 85% of the respondents interact directly with, or have significant influence on how their company manages relationships with, the cloud compute platform providers with which their company partners.

We asked the respondents about their public, private, proprietary and third-party cloud services, including edge compute and sovereign cloud. The questions covered the cloud services that they offer, customer usage of cloud compute and other adjacent services, as well as partnerships with public cloud platforms. We also asked respondents to rate platforms in the categories of overall impression, ease of doing business and price.

This report includes the results of the survey and our analysis of their outputs.

All of the operators participated confidentially and their inputs are anonymous. We do not name any operators.

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KEY QUESTIONS ANSWERED IN THIS REPORT

- Which cloud solutions do operators currently offer to businesses?
- How are operator cloud portfolios evolving?
- Which public cloud platforms are operators partnering with?
- Which factors are the most important for businesses when choosing a public cloud platform from an operator?
- How do operators rate different public cloud platforms?
- Which players are operators partnering with for edge compute services and sovereign cloud?



WHO SHOULD READ THIS REPORT

- Telecoms operators':
 - strategy teams
 - product managers for cloud services
 - heads of enterprise/business/small and medium-sized enterprises (SMEs)/small and medium-sized businesses (SMBs)
- Public cloud providers':
 - strategy teams
 - sales teams that target telecoms operators
 - marketing divisions.



Contents



Executive summary

Operators' cloud portfolio

Partnerships for third-party public cloud services

Partnerships for edge cloud and sovereign cloud

Methodology and panel information

About the authors and Analysys Mason

Our research programmes

- 
Consumer Services programmes
 - Fixed Broadband Services
 - Mobile Services
 - Fixed-Mobile Convergence
 - Smart Devices
 - Future Comms
 - Video, Gaming and Entertainment
 - Digital Services
- 
Networks programmes
 - Next-Generation Wireless Networks
 - Wireless Infrastructure Strategies
 - Fibre Infrastructure Strategies
 - Operator Investment Strategies
 - Telecoms Strategy and Forecast
- 
Applications programmes
 - Network Automation and Orchestration
 - Customer Engagement
 - Monetisation Platforms
 - Digital Experience
 - Automated Assurance
 - Service Design and Orchestration
 - Telecoms Software Market Shares
- 
Cloud programmes
 - Cloud Infrastructure Strategies
 - Data, AI and Development Platforms
 - Edge and Media Platforms



- 
Operator Business Services and IoT programmes
 - Enterprise Services
 - SME Services
 - IoT Services
 - Private Networks
- 
SMB IT Channels and Forecasts programmes
 - Cyber Security
- 
Regional Markets programmes
 - Global Telecoms Data and Financial KPIs
 - Americas
 - Asia-Pacific
 - Middle East and Africa
 - European Core Forecasts
 - European Telecoms Market Matrix
 - European Country Reports
- 
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 - Regional results and worldwide totals
 - Operator historical data

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