



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.



Executive summary and recommendations

Overall forecast





Forecast by market segment

Overall telecoms market context

Market definition

About the authors and Analysys Mason

Our research programmes

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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
 - Transport Network Strategies
- 
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
 - Multi-Cloud Networking



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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
- 
DataHub
 - ~2800 forecast and 280+ historical metrics
 - Regional results and worldwide totals
 - Operator historical data

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