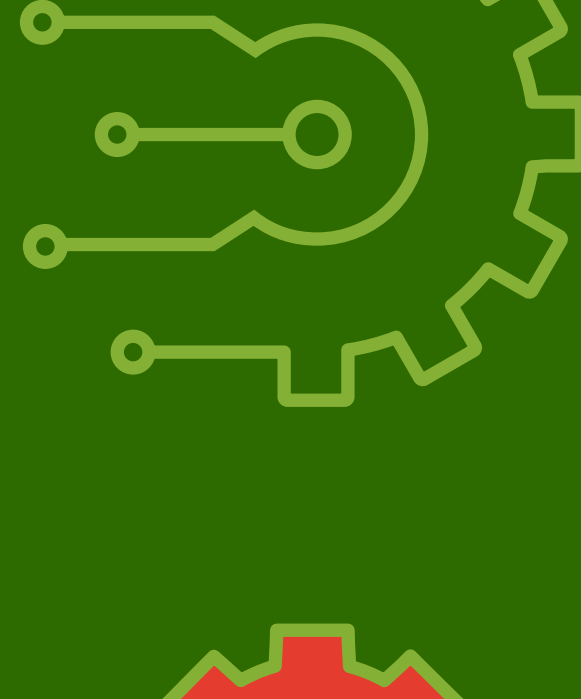


The Future of Network Automation for Tier 2/3 Service Providers

- How strategic is network automation for Tier 2/3 communications service providers (CSPs)?
- What are the key trends and technology advancements that matter?
- Does cloud-delivered / SaaS automation present a better option?
- And what role can AI play?



81%

CSPs believe network automation is needed to be competitive and increase customer value

77%

CSPs believe automation is needed to cope with increasing operational demands

85%

CSPs are still operating with only low-level or no network automation in place

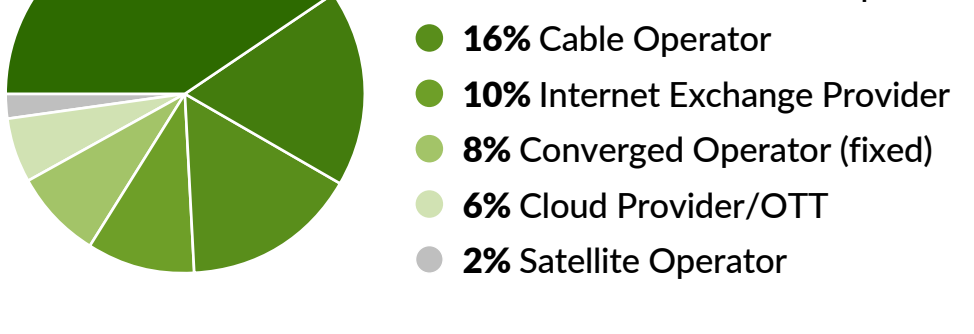
Discover what CSPs are thinking and doing about transport network automation right now, and what they need to be looking at next.

Survey demographics

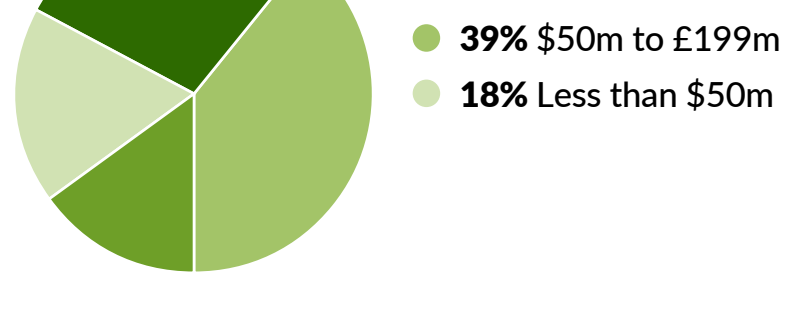
All 217 participants were involved in deploying, managing, purchasing, or using network automation, engineering, management, operations or assurance solutions for IP, MPLS, or IP integrated optical transport networks.



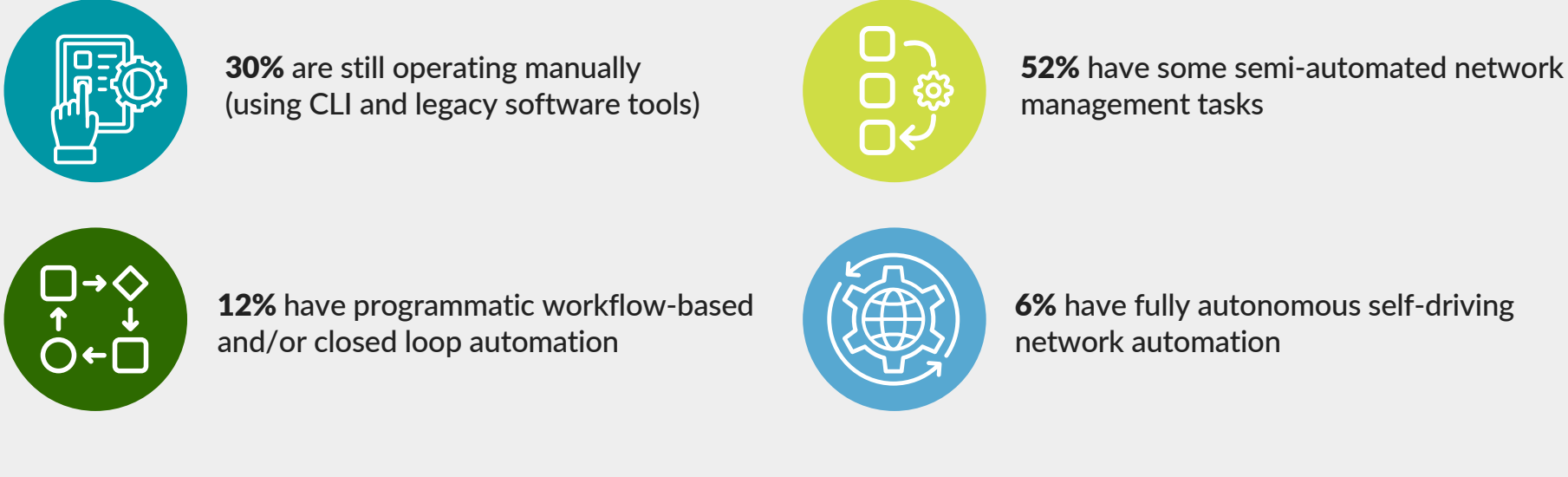
Type of service provider



Annual revenue



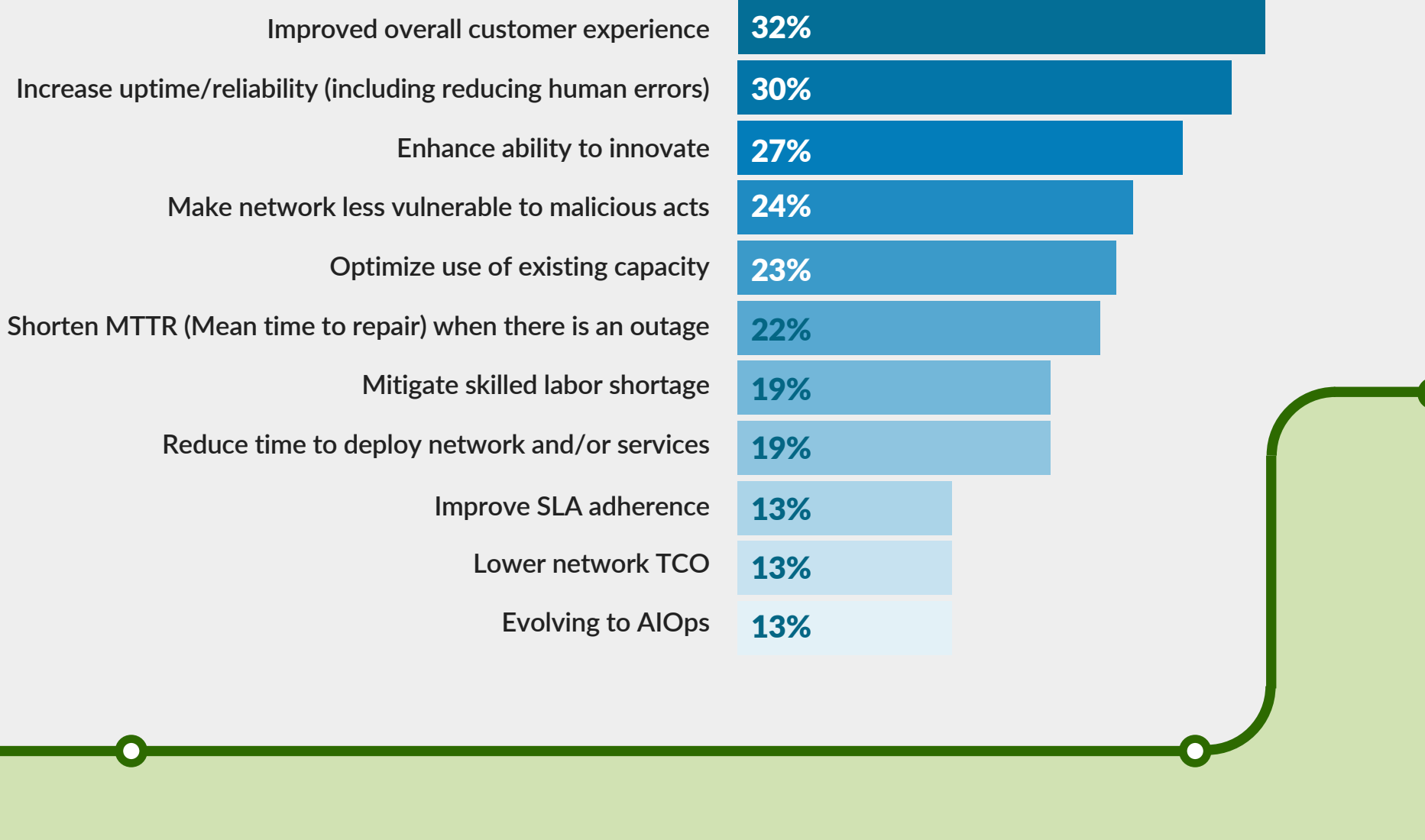
Where are Tier 2/3 CSPs on their automation journey?



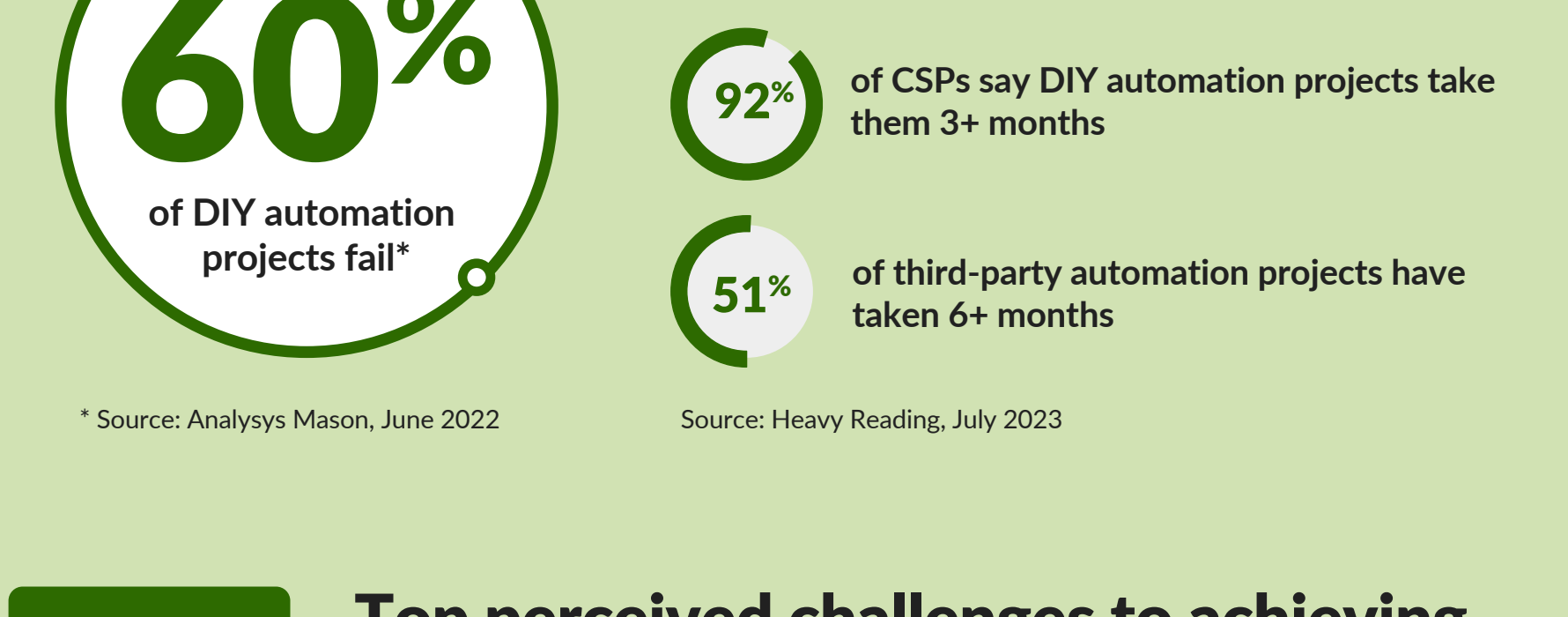
Majority still in earlier stages where network management tasks are semi-automated or manual methods are still used.

Tier 2/3 CSP key drivers for network automation

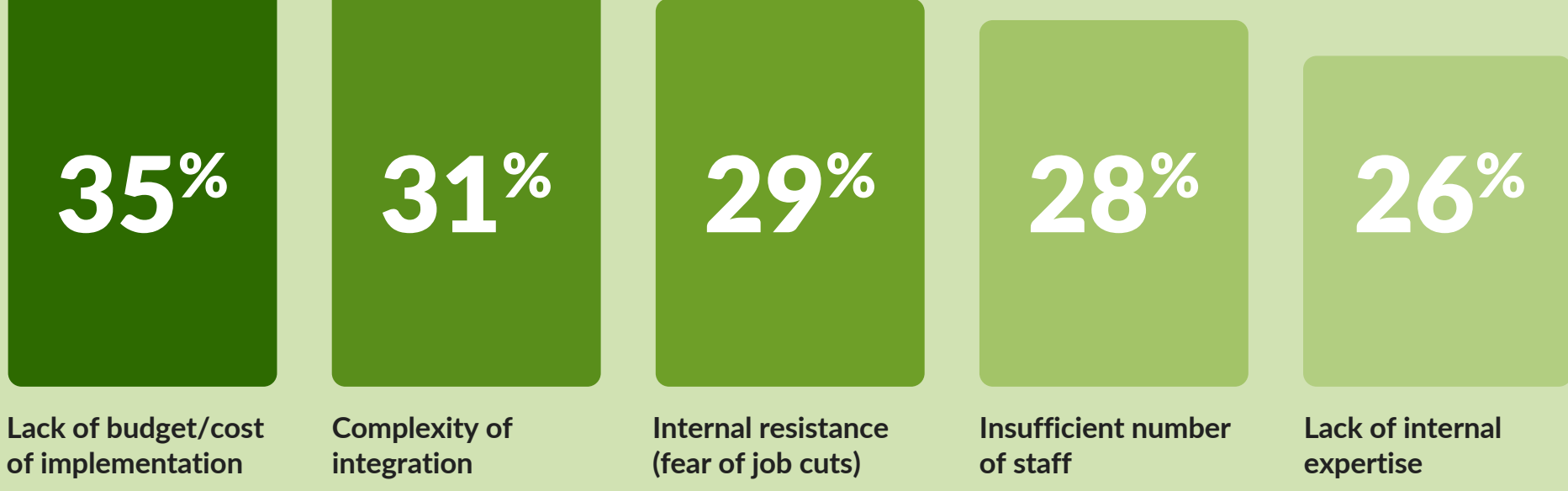
Top drivers remain to be improving productivity and improving overall customer experience.



DIY automation projects take too long and usually fail

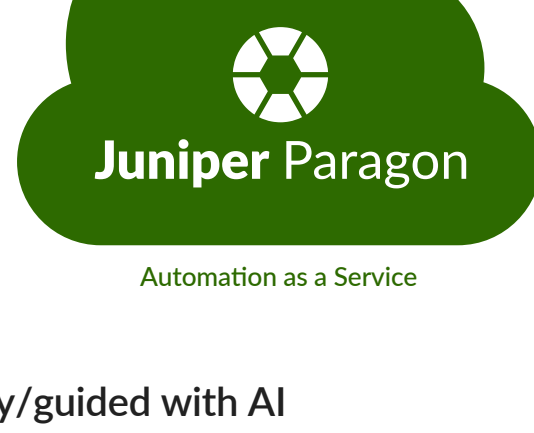


Top perceived challenges to achieving network automation



For CSPs with less than \$200 million in annual revenue, 'insufficient staff' is the second-biggest challenge.

The Solution: Cloud-Delivered, AI-Enabled Network Automation



- Increase productivity by making automation intuitively easy/guided with AI
- Train AI on leading network data to dramatically reduce MTTK and MTTR
- Ensure both network operators and end users have amazing experiences

Lower Costs

Application integrations are use-case based; made in hours, rather than weeks.

Accelerates Time to Market

Automation is instantly and easily accessible.

Unleashes Operational Efficiency

Sophisticated applications can be maintained without internal expertise.

Cloud delivery changes everything

How cloud-delivered network automation delivers value for Tier 2/3 CSPs:

Simplified Integration

Vendor coordinates all releases, updates, and deployments, reducing workload and TCO.

Reduced Staffing Challenges

Automation addresses lack of in-house expertise and talent shortages.

Increased Release Agility

Automatic updates and additions accelerate innovation, elevate service offerings and sustain competitiveness.

Accelerated Implementation

DIY and third-party implementation times are reduced from months to weeks (or less).

Guaranteeing Higher Availability

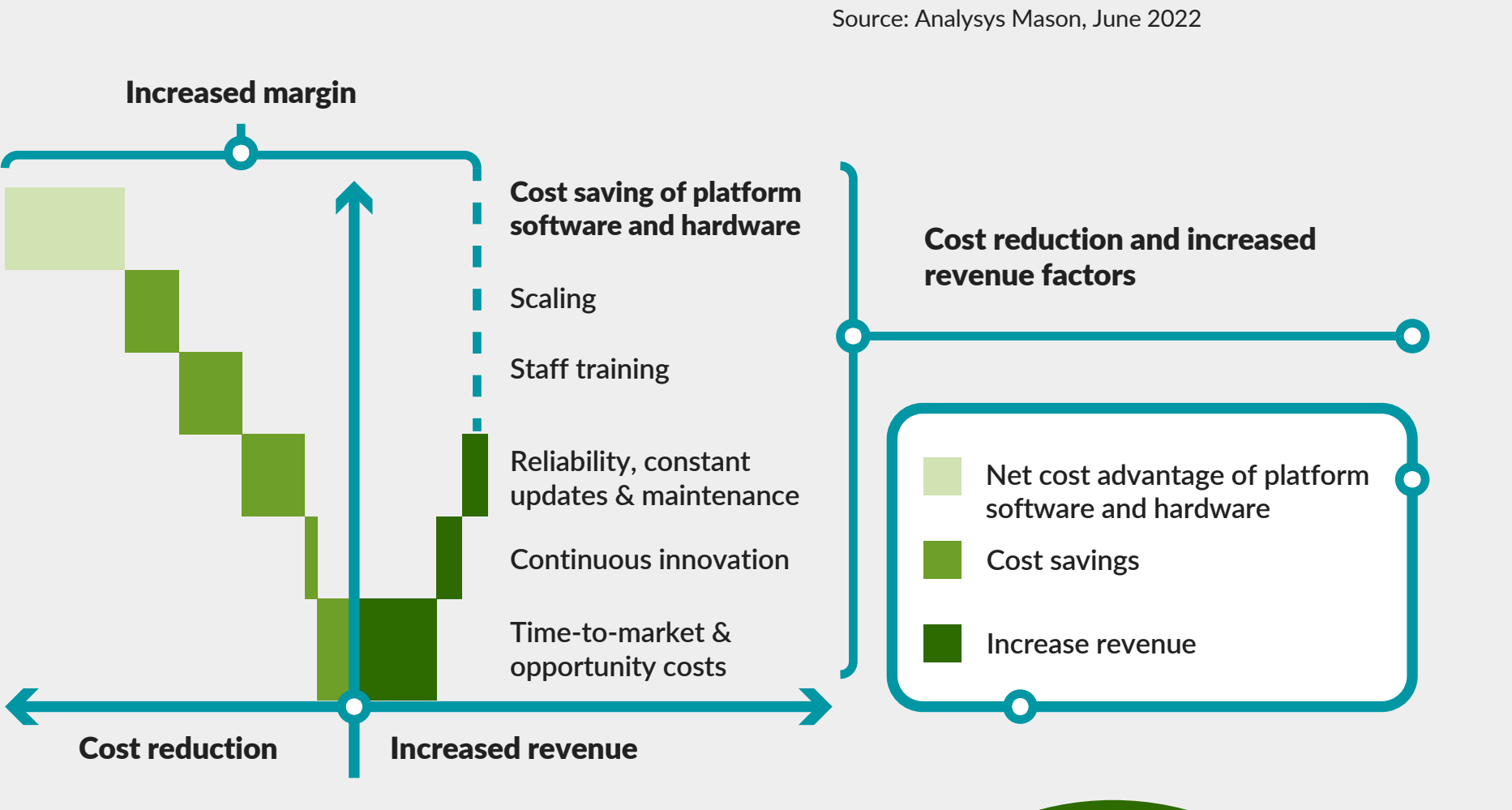
The cloud's built-in redundancy ensures higher availability and resiliency.

Increased Security

Best practices for environment security have already been refined by the hyperscalers.

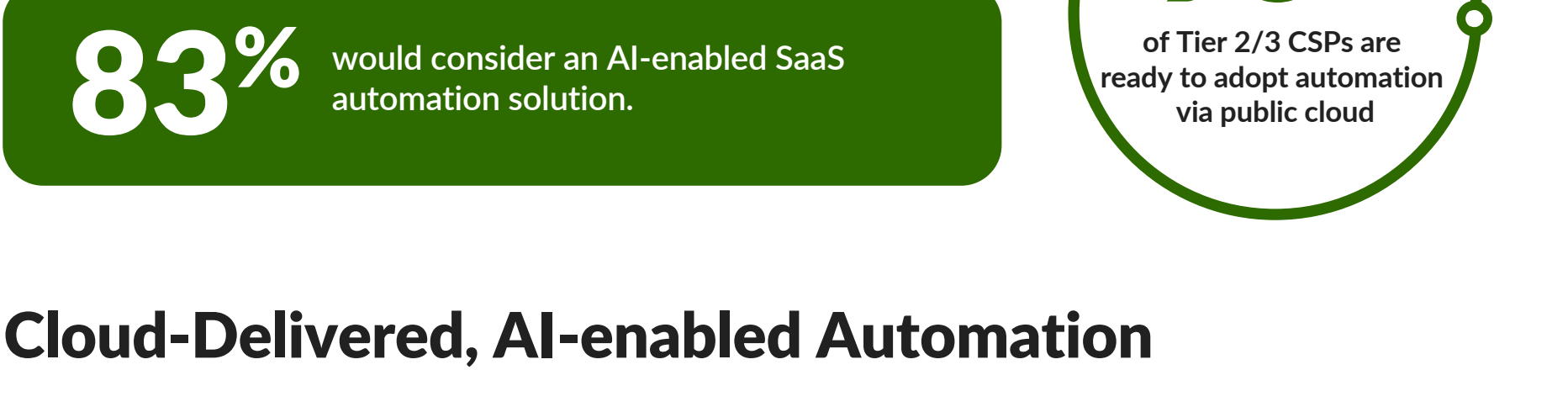
What is the business case for Cloud-Delivered Network Automation?

- 40% cost reduction
 - Agile use-cases lower the cost barrier to innovation
 - 50% reduction in deployment time
 - 70% faster new use case deployment
- Source: Analysys Mason, June 2022



Are next-level CSPs ready to adopt Cloud-Delivered Network Automation?

Responses indicate that concerns about cloud delivery (such data security, data sovereignty and the ability to meet specific SLAs) are now being seen as manageable, with benefits outweighing any risks.



Cloud-Delivered, AI-enabled Automation

Do the complex tasks that humans cannot do

Be competitive and create customer value

Do more and do better with less

Lower TCO with pay as you grow

For more detail, see [Network Automation for Tier 2/3 Service Providers: Heavy Reading Survey Analysis Whitepaper](#) →

Discover Juniper Paragon Automation as a Service: [Cloud-Delivered Network Automation](#) →

