

# Network Transformation Service Provider Compendium – Communication Service Providers (CSPs) 2023

January 2023: Complimentary Abstract / Table of Contents



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## Introduction

The communication services industry has immensely evolved its network services owing to the fast-paced cloudification and virtualization across enterprises. Digital enterprises are increasingly realizing the critical role played by networks. This has led the communication services industry to transform from providing legacy services to innovative next-generation network services including private 5G, multi-cloud connectivity, IoT & edge connectivity, predictive networking, and SD-WAN. The communication service providers are using their expertise to become the digital backbone for robust and software-led connectivity to serve the needs of digital enterprise. They are extending their horizon to deliver managed services and consulting-led services to enterprises across industries. The main drivers to this evolution are the demand for scalability, hardware to software network transition, changing enterprise customer taste, ground-breaking innovations, and sustainability.

In this research, we present an assessment and detailed profiles of communication service providers featured on the network transformation services PEAK Matrix®. Each profile provides a relative assessment of providers across their capabilities and market impact. The assessment is based on Everest Group’s annual RFI process for calendar year 2022, interactions with leading communication service providers, client reference checks, and an ongoing analysis of the network services market.

**This report includes the profiles of the following leading communication service providers featured on the [Network Transformation Services PEAK Matrix® Assessment - Communication Services Providers \(CSPs\) 2023](#):**

- **Leaders:** NTT, Orange Business Services, Tata Communications, and Verizon
- **Major Contenders:** Airtel Business, AT&T, BT, Lumen Technologies, and Vodafone
- **Aspirants:** GTT Communications, Singtel, and Telstra

### Scope of this report



**Geography**  
Global



**Providers**  
12



**Services**  
Network

# The Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023 report has over 12 provider profiles

Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023

## Provider 1 | network transformation services (page 1 of 5) Overview

**Vision:**  
Provider 1 aims to provide digital network transformation and deliver value by leveraging its partnerships. Provider 1 aims to empower enterprises with high speed, and greater bandwidth through its 5G initiatives and cloud managed networks.

Revenue from network services (2021)

<US\$200 million	US\$200-500 million	US\$500 million+
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## Provider 1 | network transformation services (page 2 of 5) Case studies

Case study 1 Client 1

**Business challenge:** the client was experiencing losses because a stolen piece of equipment was nearly US\$50,000. The client needed a solution to protect their heavy equipment.

**Solution:**

- Provider 1 designed and built a custom solution for the client that includes its Global SIM and machine-to-machine application platform.
- Provider 1 provided a portal and web interface, which allows the client to monitor their equipment in real-time, see engine hours, manage fuel usage, maintain records, and more.

**Impact:**

- Lowered the risk of equipment loss
- Provided better protection for essential investments
- Increased the value of company assets
- Offered more integrated solutions for a better customer experience

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## Provider 1 | network transformation services (page 3 of 5) Solutions/IP/products

Proprietary solutions/IPs/Products (representative list)

Event name	Details
Solution 1	Virtual WAN architecture. This solution gives clients a secure, scalable, and cost-effective way to connect their global operations.
Solution 2	Provides dedicated network services for enterprises.
Solution 3	Provides dedicated collaboration tools for enterprises.
Solution 4	Enables connecting devices to the cloud.

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## Provider 1 | network transformation services (page 4 of 5) Partnerships and investments

Partnerships (representative list)

Partner name	Details
Partnership 1	In 2022, announced partnership with a major enterprise customer in Africa.
Partnership 2	In 2022, announced next-generation mobile network partnership.
Partnership 3	In 2022, announced partnership with a major enterprise customer in Europe.
Partnership 4	Partnered with a major enterprise customer's vEdge hardware.
Partnership 5	Partnered with a major enterprise customer's network solutions.
Partnership 6	In 2020, a strategic partnership with a major enterprise customer including SD-WAN and cloud managed networks.

Investments (representative list)

Investment name	Details
Acquisition 1	Provider 1 acquired a major enterprise customer in Africa.

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## Provider 1 | network transformation services (page 5 of 5) Everest Group assessment – Major Contender

Measure of capability: Low High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

**Strengths**

- Enterprises with global networks across Europe, Africa, and APAC will find Provider 1 to be an ideal network transformation partner due to its strong network coverage in these regions
- With the launch of MEC solutions leveraging AWS Wavelength, Provider 1 aims to enable businesses with real-time analytics while addressing use cases around video analytics, remote surgery, driverless car, and security services
- Provider 1 is leveraging AI/ML models to optimize its operations and enhance customer experience
- Clients appreciate the customized services it provides and perceive Provider 1 to be cost-effective

**Limitations**

- Enterprises looking for network automation, monitoring, and analytics capabilities will not find Provider 1 suitable due to lack of significant investments
- Clients looking for next-generation network solutions need to evaluate Provider 1 carefully as it has limited investments in building innovative solutions
- Provider 1 needs to maintain regular cadence after deploying services as it is perceived to provide delayed support post sales
- In comparison to its peers, Provider 1 lags Network-as-a-Service (NaaS) offering although it planned to launch one in 2023

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# Research calendar

## Cloud and Infrastructure Services

Published
  Planned
  Current release

Reports title	Release date
Software-Defined Wide Area Network (SD-WAN) Service Provider Compendium 2022	January 2022
IT Service Provider of the Year – 2022	February 2022
Contract Renewal – Information Technology (IT) Services 2022	March 2022
Rise of Industry Cloud	April 2022
The Growing Need for Inclusive Talent Models: Learning from Impact Sourcing Specialists	May 2022
Enterprise Pulse 2022: Solving the Talent Conundrum around Availability, Attrition, and Reskilling of the Workforce	June 2022
An Integrated Operations Transformation Approach to Network Operations	July 2022
Mainframe Services State of the Market Report 2022	July 2022
System Integration (SI) Capabilities on Amazon Web Services (AWS) PEAK Matrix® Assessment 2022	August 2022
System Integration (SI) Capabilities on Microsoft Azure PEAK Matrix® Assessment 2022	August 2022
System Integration (SI) Capabilities on Amazon Web Services (AWS) Provider Compendium 2022	September 2022
System Integration (SI) Capabilities on Microsoft Azure Provider Compendium 2022	September 2022
System Integration (SI) Capabilities on Google Cloud Platform (GCP) PEAK Matrix® Assessment 2022	November 2022
Network Transformation Services PEAK Matrix® Assessment – Communication Service Providers (CSPs) 2023	December 2022
<b>Network Transformation Services Provider Compendium – Communication Service Providers (CSPs) 2023</b>	<b>January 2023</b>
Network Transformation and Managed Services PEAK Matrix® Assessment – System Integrators (SIs) 2023	Q2 2023

Note: [Click](#) to see a list of all of our published Cloud and Infrastructure Services reports



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