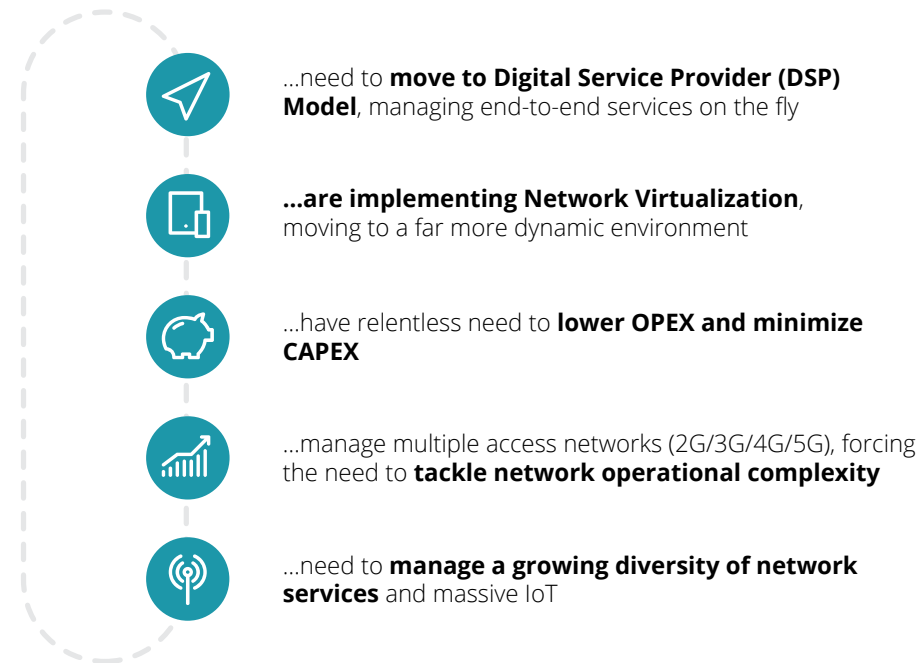


Network Automation  
Transformation  
Management  
Value proposition  
overview

# Current telecom network operating model

The current telecom network operating model in a world moving to 5G is doomed because operators...

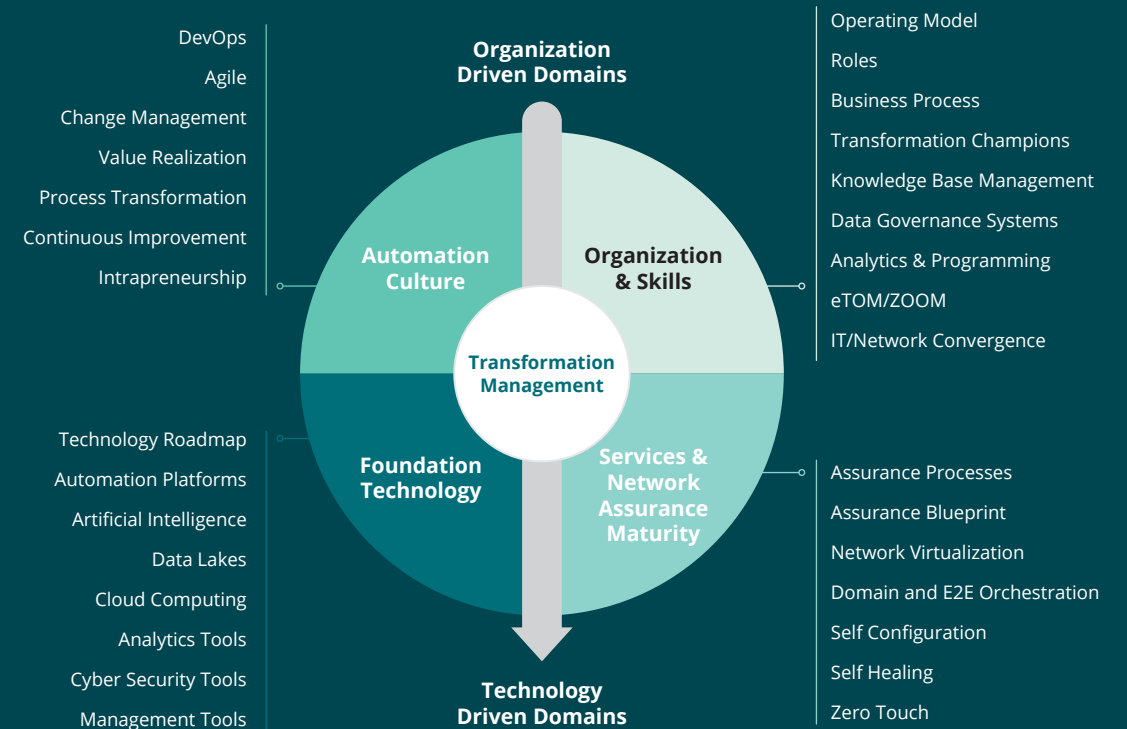


## Conclusion

In a world moving to 5G, which is an overlaid network tailored for all services, fully virtualized and targeting cost benefits, managing engineering **and operations without automation is just no longer feasible.**

# What do CSPs need to manage?

Automation transformation means integrating multiple other components including organization and skills, and culture in order to deploy use cases and convert these into benefits



# What is the impact of not betting on Transformation Management?



## Delayed Time to Market

Delayed use cases delivery can cause low program trust



## Focus on low value activities

70% to 90% of repetitive manual tasks<sup>1</sup> can be automated via machine learning



## High Organizational Complexity

CSPs lose profit margin by failing knowledge sharing and working in silos



## Inconsistent & Inefficient Implementation

Inaccurate design of new processes and blueprints, jeopardize the whole program



## Lack of Prioritization

Profit will not be maximized without prioritization based on impact and added value



## Unawareness of Added Value

If the effort is not mapped, the added value of the program is unknown

1 - Network maintenance work

## Key Insights

Identified lessons learnt that should be addressed to ensure the success of automation...



### Why must we act?

Implementing **Automation Transformation across tech and organizational silos requires professional transformation** capabilities and demands for **Business Process Transformation to realize value**



### How?

Guiding the automation transformation journey including technical assessment, maturity analysis, use cases and process definition for engineering and operations.

Manage the change

Agile approach

Focus on use cases



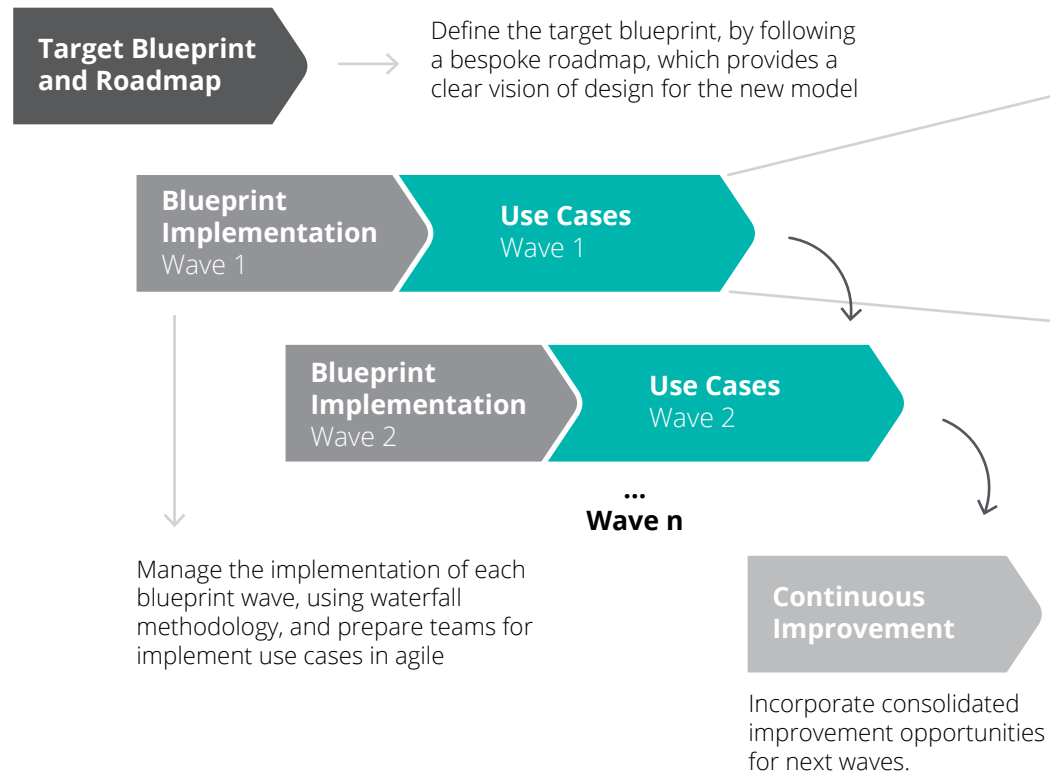
### What is the added value?

**Intended Value:** Benefits realization via **network automation transformation programmes** and delivering of proper **use case design implementation** management and **value realization demonstration**

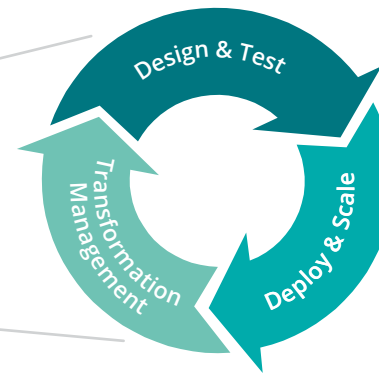
# How to get there?

We propose a hybrid approach based on waterfall and agile methodologies

## Waterfall Transformation Management Office



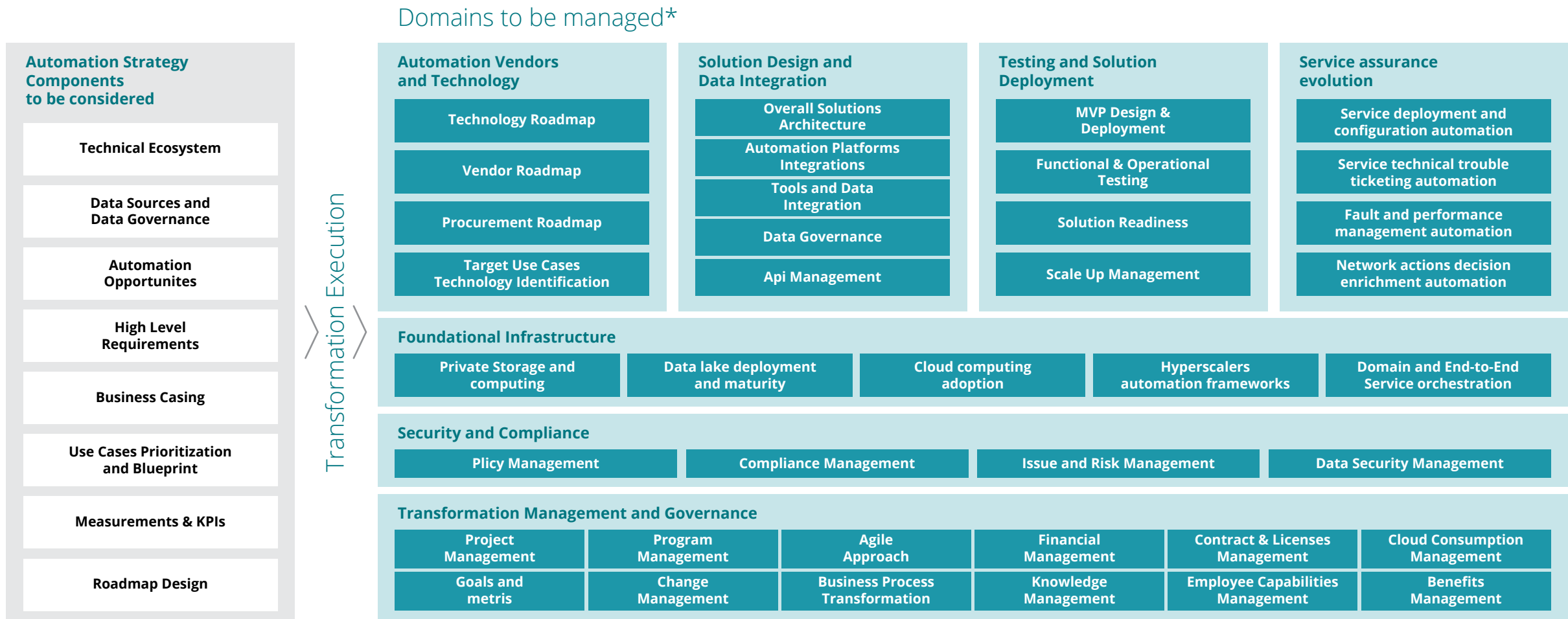
## Agile Use Cases Deployment



- 1 AS IS use cases assessment**  
Map the current technology landscape, in order to identify in detail key improvements
- 2 TO BE use cases design**  
Design TO BE use cases addressing customer needs and automation blueprint new capabilities
- 3 MVPs development & deployment**  
Manage the implementation of minimum viable products (MVP) with key features
- 4 Improvements identification & implementation**  
Identify and apply improvements to deliver the required level of service
- 5 Transformation execution support**  
Perform clear transformation planning and management, due to the automation journey impact on the various dimensions of the operating model
- 6 Scale up**  
Expand the solution incrementally and strategically, to achieve a successful network wide deployment
- 7 Value realization & continuous improvement**  
Estimate the value brought with automation and evaluate the use case efficiency

# A successful network automation journey demands for a comprehensive approach

Automation transformation multiple domains need to be managed following a strategy definition phase



\*Non exhaustive and requires for project customization

Legend:  Input  Automation Transformation Framework

# Deloitte can support in managing the starting point

A good transformation management starts with answering and setting a clear roadmap for the below questions



What are the identified **drivers for starting a network automation** journey? Which are **more important & urgent**?



Which are the **relevant use cases** and what are the **priorities for implementation**? Are they crossfunctional?



What are the **value benefits** and **business outcomes** that the automation implementation is expected to achieve?



How and when to evolve the current **data architecture, governance, automation platforms** and **tools landscape**?



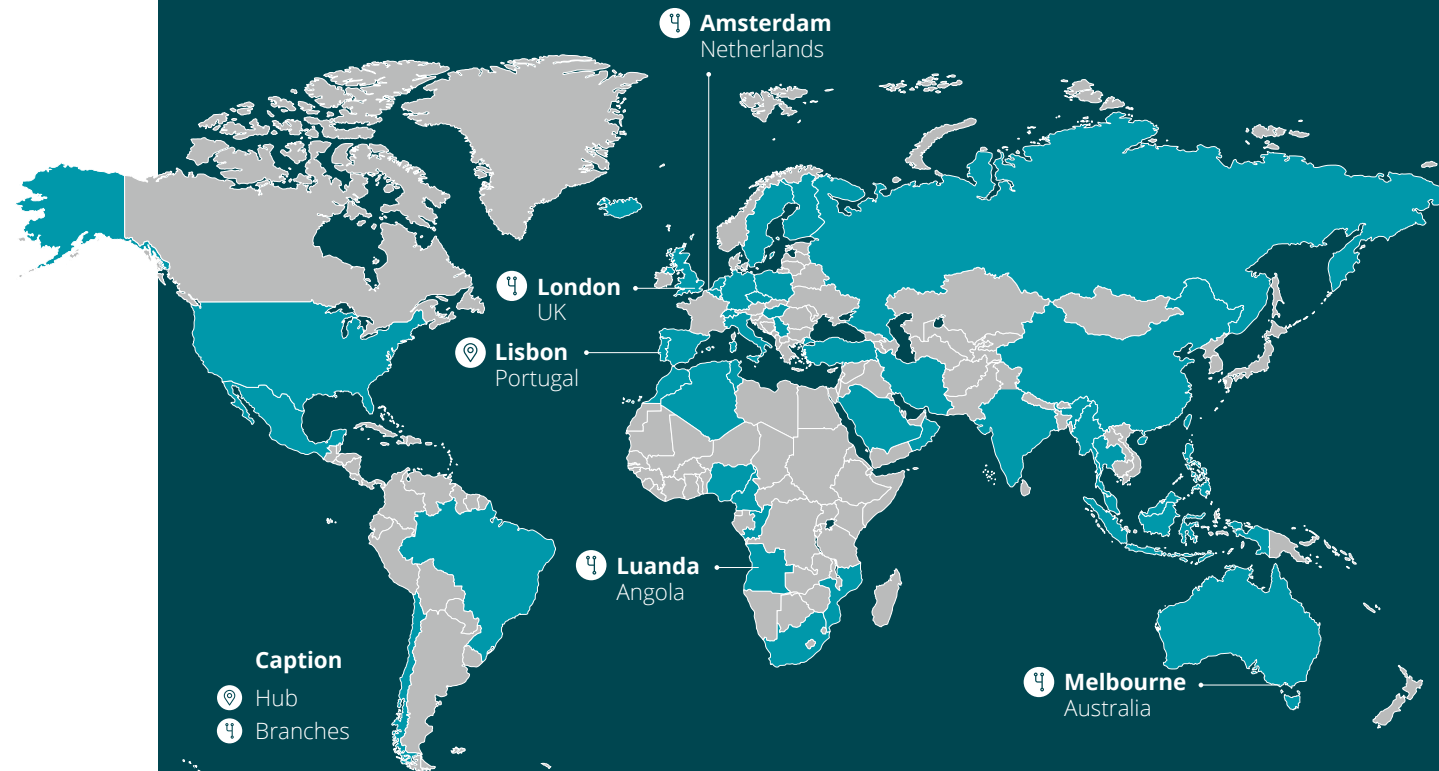
What are the main **pain automation points identified** up to this stage? Is there a **plan** to tackle them?



Is there a **cohesive strategy for data lake readiness** and is the **maturity level of data governance high enough**?

# Telecoms Engineering CoE: Who we are

With circa 100 telecom engineers, we deliver telecoms engineering consulting professional services globally supporting our customers via a global network of offices from Europe to Australia, having delivered over 200 projects globally in over 50 countries and over 50 Telecom operators.



# Contacts

## Sponsors



**Pedro Tavares**

Telecom Engineering  
Centre of Excellence  
(TEE) Lead Partner

petavares@deloitte.pt

## Experts



**Hugo Pinto**

Telecom Engineering  
Centre of Excellence  
(TEE) Associate Partner

hupinto@deloitte.pt



**Maurício Pereira**

Telecom Engineering  
Centre of Excellence  
(TEE) Senior Manager

mauripereira@deloitte.pt



**José Guita**

Telecom Engineering  
Centre of Excellence  
(TEE) Senior Consultant

jguita@deloitte.pt



**Regina Souza**

Telecom Engineering  
Centre of Excellence  
(TEE) Senior Consultant

regsouza@deloitte.pt

## Acknowledgements

Special thanks to Deloitte TEE Team who contributed to this publication in terms of researching, providing expertise, and coordinating:

**Benedita Sobral | Gabriel Calado | Miguel Rodrigues | Sara Henriques**



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms, and their related entities. DTTL (also referred to as “Deloitte Global”) and each of its member firms are legally separate and independent entities. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500® companies. Learn how Deloitte’s approximately 286,000 people make an impact that matters at [www.deloitte.com](http://www.deloitte.com).

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms or their related entities (collectively, the “Deloitte network”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.