

Achieving automation at speed

STL Partners

21st November 2023

In partnership with:

Rakuten
Symphony

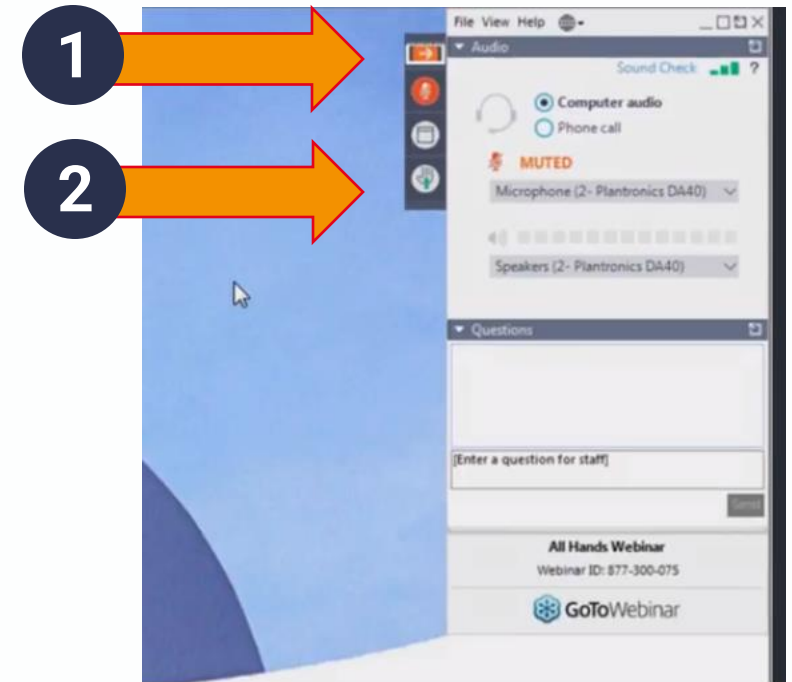
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Agenda

- 1** Introductions and housekeeping
- 2** Presentation: Achieving automation at speed
- 3** Panel
- 4** Poll
- 5** Q&A
- 6** Wrap up and thank you

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We partnered with Rakuten to share insights into how telcos can achieve automation-at-speed



The report covers:



Importance of cloud-native for system-level automation



Shift to the new automation paradigm



Network characteristics for CSPs to support system-level automation

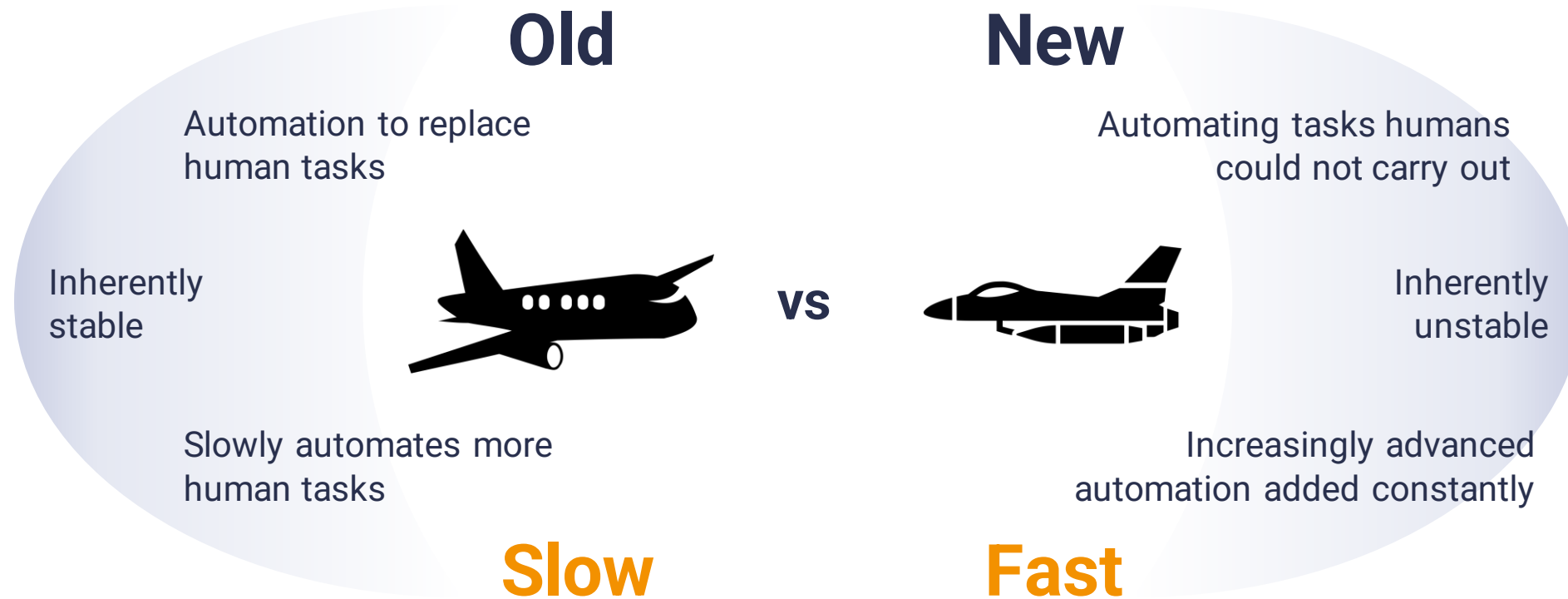


Key principles for CSPs to implement system-level automation



Case studies from Rakuten Mobile and Telus

Fully automated networks operate at a level that humans cannot replicate



- Simplified hardware infrastructure
- Single data model
- Applications abstracted from infrastructure
- Microservices
- Auto-elasticity
- Zero-touch provisioning
- De-siloed organisations

This requires a fundamentally different mindset

Traditional ops engineer



Automation-driven ops engineer



Responsibilities

- Monitors
- Investigates
- Resolves
- Reports



Repeat

Responsibilities

- Identifies and implements new automations
- Observes automation effectiveness and efficiency
- Verifies and reports on automation behaviour
- Implements next prioritised automations

KPIs

- Number of faults fixed
- Time to resolve faults

Value to company

- Familiarity and experience
- Ability to act independently

KPIs

- Automation outcomes
- Number of automations created and/or submitted

Value to company

- Problem solving skills
- Creation of company automation IP

Automating at speed has been achieved by Rakuten



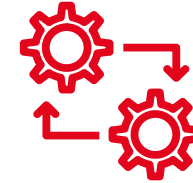
30%

Reduction in
open trouble
tickets



95%

of network
elements
automatically
hardened



70%

Decrease in
configuration
mistakes

All well and good for greenfield, but what about everyone else?

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Our panellists

Moderator



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Consult**

Panellists

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Poll: What do you see as the main obstacles to your operator automating at speed?

What do you see as the main obstacles to your operator automating at speed?

1. Legacy tools and environments
2. Old habits, skills and incentives
3. Organizational barriers
4. Lack of leadership support and vision
5. Unclear business case

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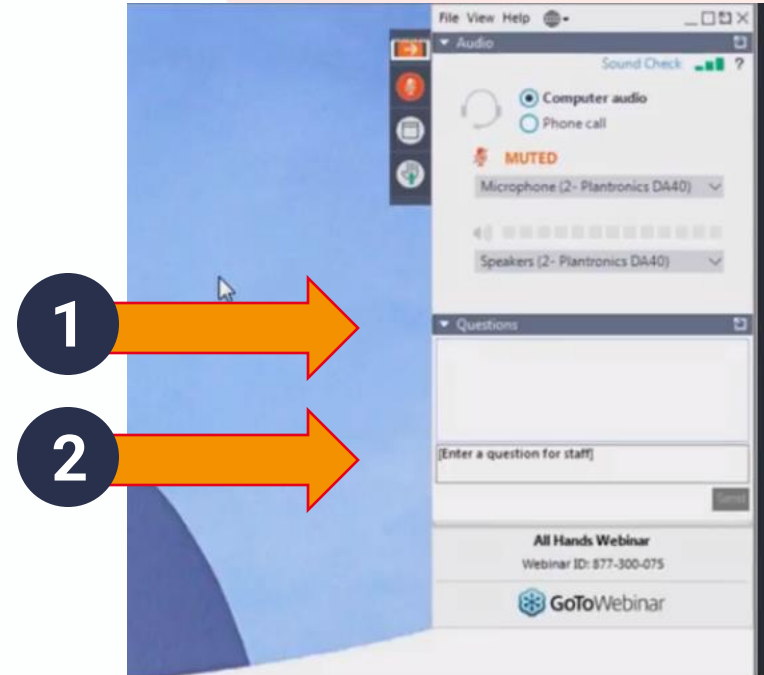
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Q&A



Q&A session

Please submit any questions using the GoToWebinar control panel



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Thank you to everyone for joining

We hope you enjoyed the session!

If you have any further questions, please email:

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