

# Telecom Industry's Fiber Outlook

**More than 90%** of fixed-line broadband service providers are now investing more in fiber to deliver next-generation services to their customers, slash operational costs, and enhance network performance. However, there's more to preparing for the era of fiber beyond installing new fiber lines. Operators must activate new fiber-based services, integrate them with backoffice systems, fulfill service changes automatically, and manage it all to deliver outstanding service quality at pace.

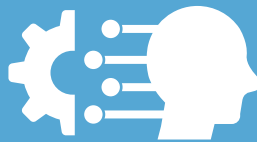
Seeking to shed light on how service providers are planning to take advantage of fiber, Incognito Software Systems Inc. partnered with Light Reading to survey 250 telecom executives from across the globe about their fiber buildout plans and strategies. This infographic highlights key survey findings around the challenges service providers face around operating and provisioning new fiber services, where their biggest needs for operational efficiency are, and how they are modernizing operations to overcome these challenges.

## OPERATORS HAVE ALREADY STARTED TO CONVERGE RESIDENTIAL AND BUSINESS SERVICES STACKS



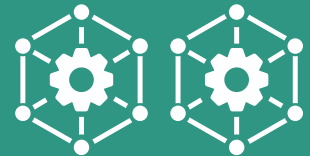
**35%**

of operators converged residential (B2C) and business (B2B) service provisioning and operations into a single OSS stack



**49%**

of operators extended B2C OSS stack to support B2B service delivery



**17%**

of operators are maintaining two different OSS stacks for B2C and B2B services due to service complexity

## WHERE ARE SERVICE PROVIDERS FOCUSING THEIR INVESTMENTS TO GAIN GREATER OPERATIONAL EFFICIENCY WITH FIBER?



**55%**

Service activation, configuration, and decreasing service fallout



**52%**

CPE rollout and management (CPE plug & play)



**45%**

Device discovery and diagnostics



**44%**

Improving service quality and churn management



**32%**

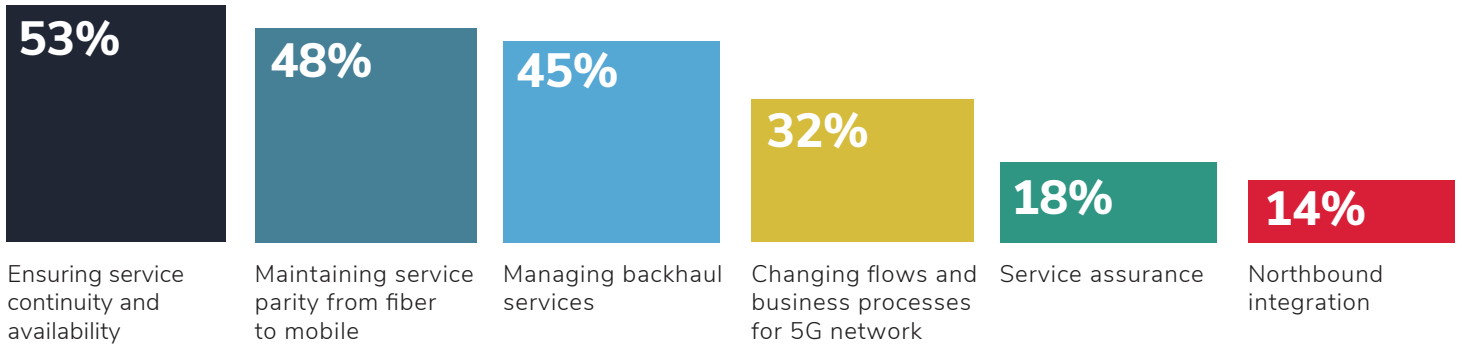
Adding another vendor or upgrading technology



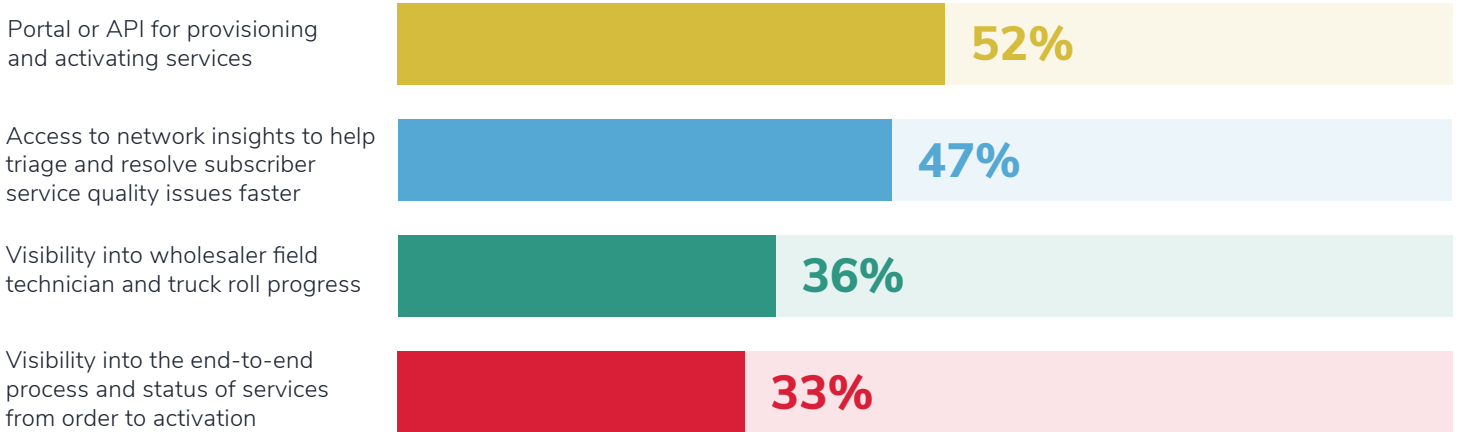
**29%**

Reducing truck rolls

## IN THE EVENT OF A FIBER CUT, WHAT ARE THE SERVICE FULFILLMENT CHALLENGES FACED WHEN MOVING TO 5G REDUNDANT CONNECTIVITY?



## WHAT DO WHOLESALE FIBER PROVIDERS NEED TO PROVIDE RETAIL ISPS TO HELP THEM ENSURE OPERATIONAL SUCCESS?



## What's needed for success?

When it comes to accelerating the introduction of new fiber-based services, Incognito has the solution and expertise to address the scaling challenges faced by service providers. The **Incognito Fiber Service Orchestration Solution** is a turnkey software platform designed to help service providers automate and scale operations to get new IP services over fiber up and running fast.



Learn how Incognito can help you monetize your fiber investments faster by visiting [www.incognito.com/solutions/fiber-service-orchestration](https://www.incognito.com/solutions/fiber-service-orchestration)

