

Telecom Digital Services 2025 RadarView™ Excerpt

Unlocking new frontiers in telecom
through autonomous networks,
intelligent AI, and sustainable
innovation

October 2025

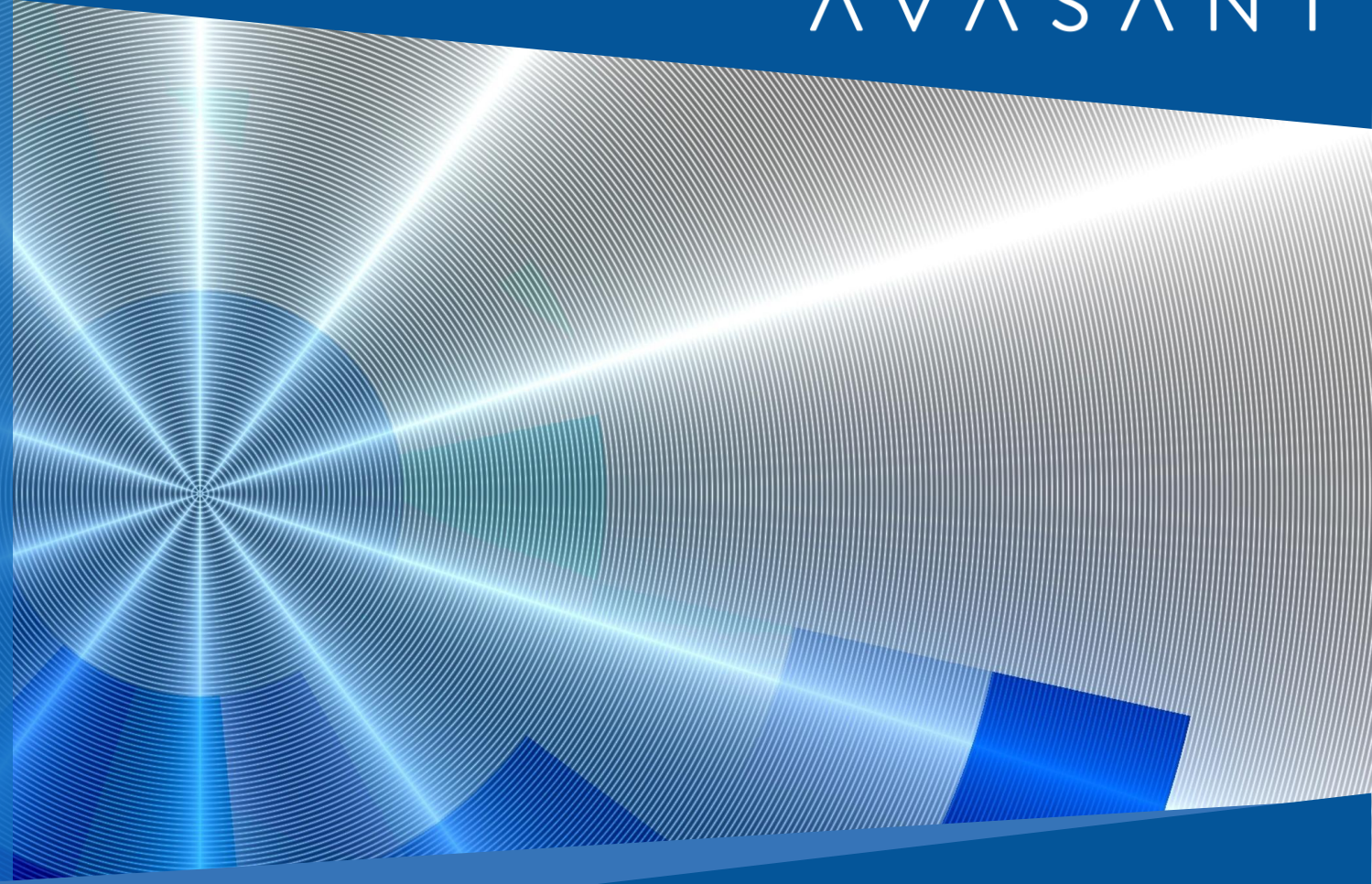
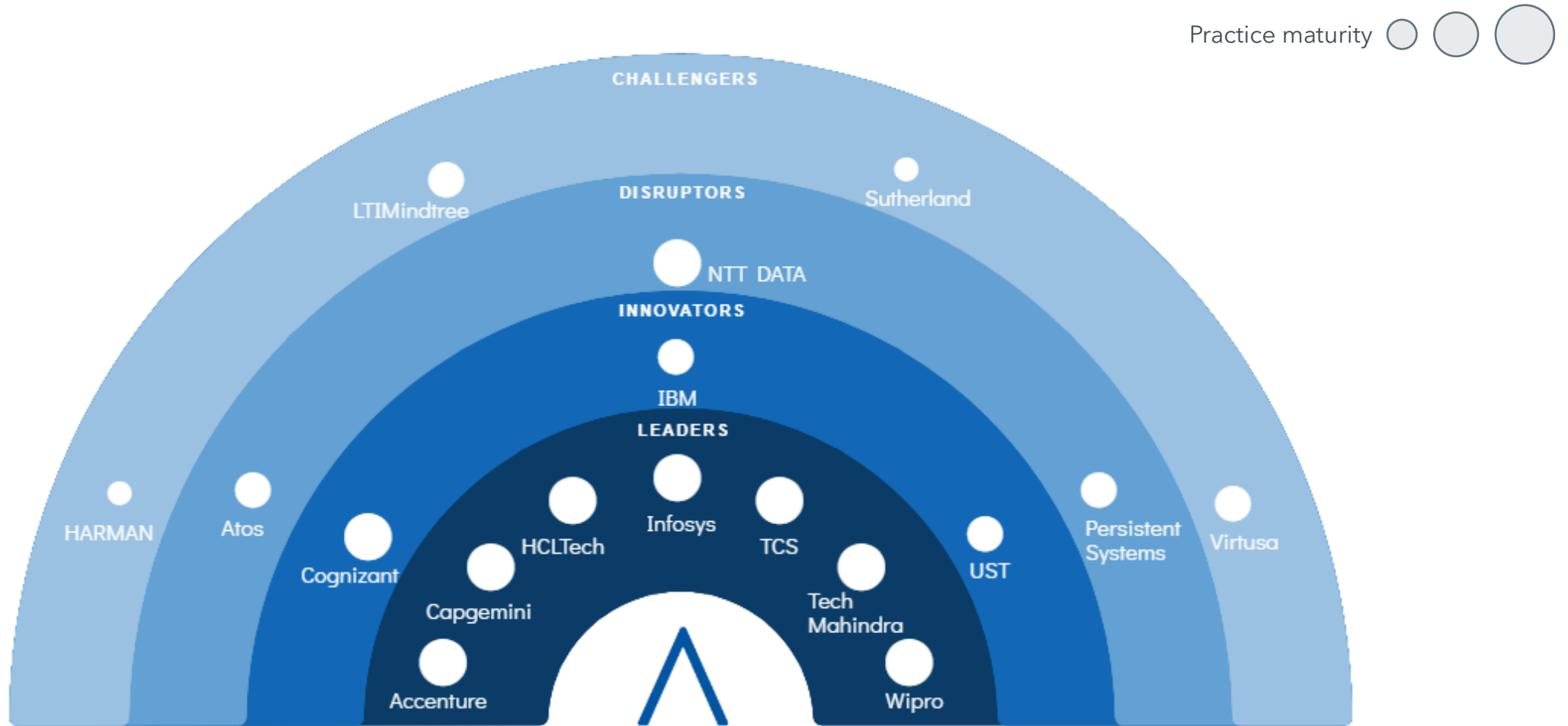


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Avasant recognizes 17 top-tier service providers supporting the telecom industry in digital transformation



Providers are advancing telecom service delivery with AI automation, programmable networks, and edge-enabled connectivity

Service providers adopt AI, 5G/6G, and edge platforms to enhance customer experience, meet enterprise demands, and enable agile, low-latency networks. Below are notable trends and insights from the capability analysis of 17 service providers.

Enterprise focus

Transforming customer engagement and network operations through Gen AI-driven automation and predictive assurance frameworks

Expanding enterprise connectivity and service customization with 5G/6G rollouts, multivendor network slicing, and programmable NaaS platforms

Optimizing telecom analytics and service creation via multicloud orchestration and edge-native platforms for latency-sensitive workloads

Service provider initiatives

- **Approximately 88%** of service providers are using Gen AI to automate customer service, generate and test code, and speed up OSS/BSS processes, boosting productivity and customer experience at scale.
- **About 82%** now deploy agentic AI frameworks for predictive assurance, field operations, and closed-loop remediation, enabling zero-touch operations and faster issue resolution.

- **Nearly all service providers** are investing in 5G/6G, upgrading networks, and accelerating rollouts to expand capacity and support advanced enterprise use cases.
- **Roughly 71%** offer network slicing design, orchestration, and assurance across multivendor environments, enabling tailored performance and new monetization models.
- **Around 59%** of service providers are launching NaaS with standardized APIs, catalogue-driven offers, and managed life cycle, making it easier for partners to access programmable connectivity and drive new revenue.

- **Close to 76%** of service providers support multicloud landing zones, cloud-native function onboarding, observability and FinOps to run OSS/BSS and analytics across hyperscalers with portability, compliance, and spend governance.
- **Approximately 88%** of service providers deliver edge-native platforms and mobile edge computing integration, containerized network functions, and app marketplaces to localize processing for latency-sensitive workloads and accelerate service creation at the edge.

Examples*



Note: Logos used in this column are examples of service providers offering the initiatives. This is not an exhaustive list.

Providers are securing, sustaining, and scaling telecom networks with AI-driven operations, green technologies, and platform-based services

Service providers leverage AI, zero-trust security, green operations, and digital-first platforms to meet regulatory demands, enable energy-efficient networks, and support new growth models. Below are notable trends and insights from the capability analysis of 17 service providers.

Enterprise focus

Strengthening telecom network resilience and regulatory compliance with AI-driven SOC/MDR and zero-trust security frameworks

Supporting the shift toward greener, more energy-efficient, and responsible telecom operations

Enabling the transition to platform-based, digital-first business models for new growth

Service provider initiatives

- **Around 76%** of service providers deliver AI-powered Security Operations Center/Managed Detection and Response integrated with telco IT/OT, using event correlation, anomaly detection, and automated containment to harden resilience and speed response.
- **Approximately 65%** implement zero-trust/secure access service edge/identity and access management patterns—continuous verification, least-privilege access, and policy enforcement—embedded across telco cloud and edge environments.

- **Approximately 53%** of service providers embed AI-guided power optimization in RAN/core and use digital-twin planning to reduce energy consumption and emissions while maintaining quality of service
- **Close to 53%** of service providers support carbon-aware routing, green DC modernization, and ESG data platforms to instrument, report, and reduce environmental impact across telco estates.

- **About 59%** are productizing platform-based services (ODA/open API-aligned digital cores, catalog-first BSS, service management and orchestration, and BPaaS models) so operators can launch composable offers, expose network capabilities via APIs, and scale beyond connectivity.

Examples*



*SOC/MDR: Security operations center/Managed detection and response

Note: Logos used in this column are examples of service providers offering the initiatives. This is not an exhaustive list.

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