SaaS Delivery Models for Billing Systems: Lack of Interest from Large CSPs is Slowing Adoption

Description: "The use of software-as-a-service- (SaaS-) based models for CSPs' revenue management systems offers several benefits, but a lack of interest from larger CSPs is holding back widespread adoption."

The rising popularity of anything-as-a-service- (XaaS-) based deployment models, driven by implementations in enterprise and retail, has forced communications service providers (CSPs) to closely examine the prospect of deploying their own support functions as a service in the cloud.

SaaS-based models offer CSPs many advantages, but the replacement of complex billing systems with a SaaS-based model can also be substantially disruptive to CSPs' operations. From a vendor perspective, SaaS-based models offer advantages such as seamless upgrades and a stabilised revenue stream. However, the shift away from a capex-heavy model towards standardised, cloud-based platforms will lead to a substantial drop in revenue in the short term.

This report:
- analyses software-as-a-service (SaaS) from a telco BSS perspective, and explains how it differs from managed services
- discusses the potential benefits for CSPs of using SaaS-based billing systems
- identifies the technological requirements for deploying billing as SaaS
- highlights the main barriers to the widespread adoption of billing as SaaS.

This report analyses the market opportunity for the deployment of communications service providers’ (CSPs) billing systems on a software-as-a-service (SaaS) model. The report defines SaaS within a telco BSS context, analyses the significance of these developments for CSPs and vendors, and provides a forecast for SaaS deployments for CSP billing systems.

The report also discusses the technology requirements for deploying billing systems on a SaaS model. It analyses the SaaS business model and reviews the primary inhibitors for widespread SaaS deployment.

In addition, the report provides recommendations for vendors and CSPs regarding their SaaS-based billing strategy.

The report is based on several sources:
- Multiple interviews with several CSPs and all leading vendors
- Internal research on revenue management forecast and market share.

Key Questions Answered in this Report
- What is software-as-a-service (SaaS) from a telco BSS perspective? How does it differ from managed services?
- What are the potential benefits to CSPs of using billing systems offered on a SaaS model?
- What are the technological requirements for deploying billing as SaaS?
- What are the main barriers to the widespread adoption of billing as SaaS?

Who Should Read this Report
- Vendors of revenue management solutions that plan to offer SaaS-based offerings.
- Technologists involved in developing SaaS-based billing and charging platforms.
- CSPs that are considering deploying billing systems on a SaaS model.

Contents:
- Executive Summary
- SaaS Definition and Opportunity
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