SaaS-Based Service Fulfilment Systems: CSP Adoption is Confined to Specific Application Areas

Description: "Many of the larger BSS/OSS vendors are offering, or working to offer, their full solution set as a cloud-based offering, with many options for hosting and interfacing."

Many communications service providers (CSPs) are requesting delivery of their OSS solutions via SaaS delivery models because of the extremely low set-up costs, quick lead times during set-up, ease of scalability and almost invisible upgrade cycles. In addition to these standard SaaS benefits, CSPs are starting to value a SaaS option because they are diversifying their business model and trialling new digital services.

This report provides:

- a forecast of CSP spending service fulfilment systems delivered in a SaaS delivery model to 2020
- a forecast of SaaS growth in the service fulfilment sub-segments to 2020
- an analysis of the drivers and inhibitors for SaaS adoption in service fulfilment
- key recommendations for vendors and CSPs.

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