

SOLUTION BRIEF

Nokia Managed Services

Outsmart your network.
Automate to save.
Focus on growth.

NOKIA



As customer expectations intensify, telecommunication providers and mission-critical enterprises must find new ways to ensure their networks consistently deliver exceptional connectivity. However, modern networks are often far too complex, too critical, and too dynamic to manage manually.

Nokia Managed Services brings together deep telecom expertise and next-generation AI to optimize and future-proof network performance without our customers having to lift a finger. It's a proven method to keep networks one step ahead – smarter, faster, resilient, sustainable, adaptable. And it's a sure-fire way to take organizations **from outsourcing to outsmarting.**

The challenges with in-house network management

Operational complexity, escalating security threats, soaring energy costs, and the watchful eye of compliance regulators all put extraordinary pressure on internal teams tasked with managing telecommunications networks. The stress quickly accumulates, turning in-house network management into an overwhelming responsibility.

With organizations adding more tools in pursuit of a solution, support teams are left to navigate complicated multi-vendor domains that were never designed to operate in tandem. And while these fires are fought behind the scenes, end users continue to expect flawless digital experiences – making faster speeds, broader coverage, and constant reliability essential priorities.

The urgent need to provide these qualities quickly drains internal resources and drastically increases operational expenses. It's tough to know what to optimize, or how to change. Crucially, it makes it harder for telecommunication providers and mission-critical enterprises to deliver the kind of high-quality, always-on service that separates a successful network from the rest.

This all-encompassing burden is exactly what Nokia Managed Services is here to relieve.

Achieve a

40%

improvement in network performance with Nokia Managed Services

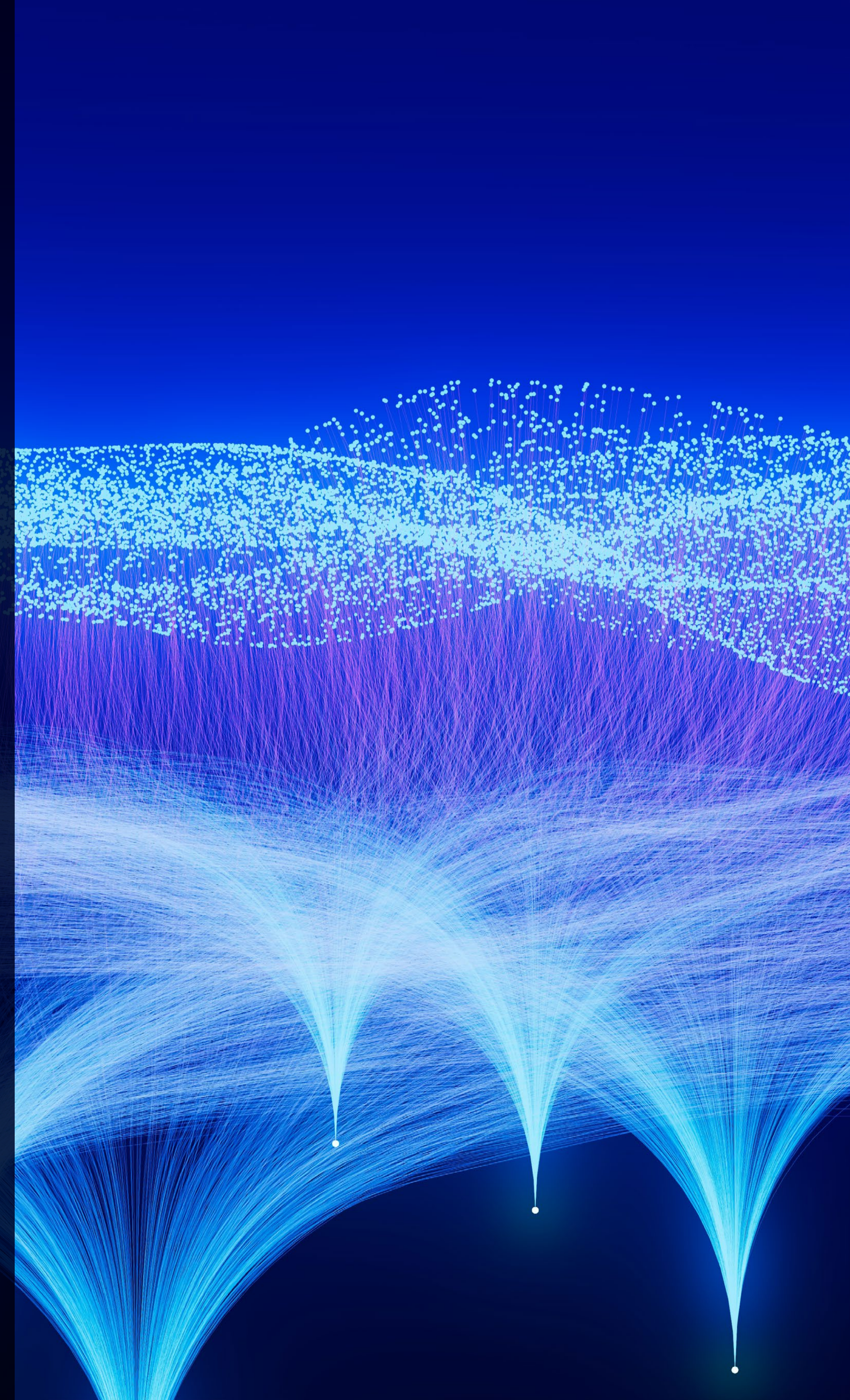


The Nokia Promise: From outsourcing to outsmarting

The Nokia Managed Services portfolio is designed to deliver peace of mind to our customers. We take a comprehensive, AI-driven next-gen approach to network management, equipping telecommunications providers and mission-critical enterprises with a competitive, automated, connected, and cost-efficient network – without the stress and strain of handling it all in-house.

At its core, the Nokia promise is founded upon partnership and trust. Our customers outsource their operational responsibility to us, and in return we provide the skill, scale and confidence needed to manage their infrastructure effectively. By blending our extensive industry insight and global reach with our mature suite of AI-driven automation tools, we operate networks that are seamless, predictable, and ready for the challenges of tomorrow.

Our services also prioritize sustainability by automating workflows and optimizing energy consumption in an intelligent, commercially viable way. We strive to help our customers transition towards agile, innovative, environmentally-responsible network operations – for their convenience, confidence, and future.



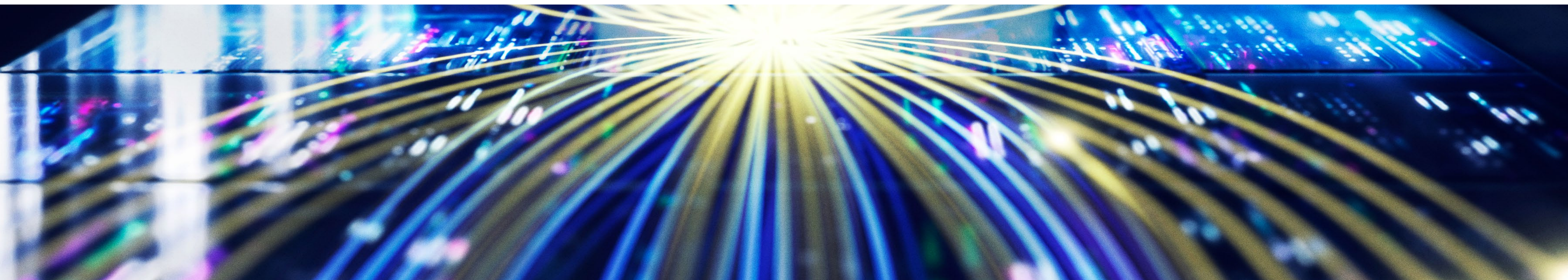
Convenience, confidence, connectivity

In practice, the Nokia Promise grants our customers the power of true end-to-end visibility and enhanced network performance. It cultivates a communications ecosystem in which issues are identified before they have negative impact, operations are constantly optimized, and service levels are protected without the relentless need for manual intervention.

And best of all, these outcomes are all taken care of by us – allowing our customers to instead focus their energy and resources on strategic and commercial growth. Because when customers choose Nokia Managed Services, they unlock:

- **Access to a comprehensive service portfolio** based out of our global Network Operations Centers (NOCs).
- **Peace of mind**, by ensuring operational simplicity, security, and superiority.

- **Offloaded responsibility**, with 24/7 support tailored to the unique needs of our customers.
- **Centralized knowledge** that covers every domain and the full length of a network lifecycle.
- **Patented AI-driven applications** built to elevate network performance.
- **Enhanced availability** during high-traffic periods via reliable 5G.
- **Responsible energy-efficiency solutions** focused on nurturing eco-friendly best practices.
- **Optimization of current investments** rather than recommending needless extra spend.
- **Scalability**, with Managed Services models that adapt to networks of any size, sector, or strategy.



Why Nokia?

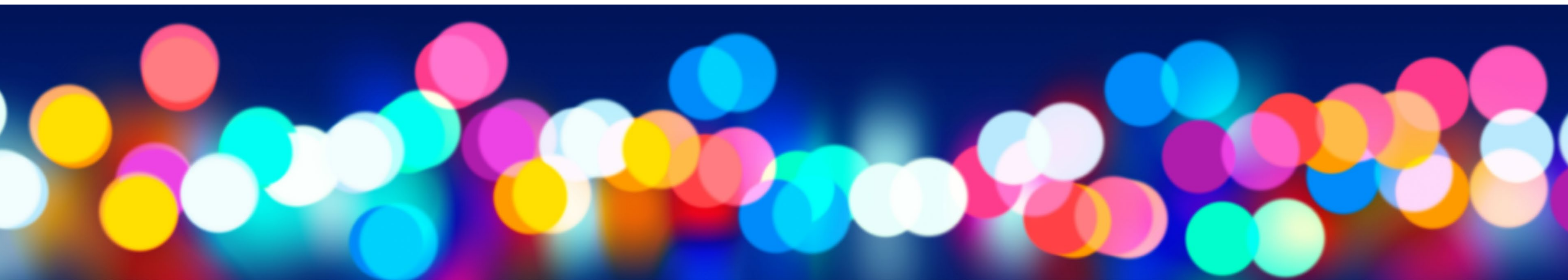
What sets Nokia apart from other Managed Services Providers is that we always adopt a holistic approach – viewing networks as the interconnected systems they really are, rather than as a melting pot of isolated technologies. This gives us the unique ability to optimize what matters, where it matters.

With over **5,000 Nokia experts** working around-the-clock at our **Network Operations Centers**, our NextGen combination of **AI-powered solutions** and **deep telecom knowledge** is totally **vendor-agnostic**. We've got the flexibility to integrate seamlessly with any existing tech stack – simplifying operations and accelerating outcomes from the first day of service.

In fact, we shape every service agreement around the precise needs of the customer. **Most (74%) of our global deliveries span multi-vendor environments**, which demonstrates our ability to navigate networks of any composition and scale. And even if we're managing a diverse range of domains, we can bring **end-to-end visibility** and **enhanced connectivity** to every part of the network.

Our Managed Services also takes a strong telecom **cybersecurity** stance, designed to protect both public and private networks with **24/7 monitoring** through real-time analytics displayed on a purpose-built dashboard. Likewise, the same visibility into **sustainability** metrics like energy expenditure is available for organizations striving to reduce their carbon footprint.

Everything we do is underpinned by **intelligent automation tools** that reduce manual interventions and streamline operational processes – driving networks towards zero-touch operations and AI maturity. Our commitment to continuous improvement means we always strive to enhance the end-user experience, strengthen brand reputation, and increase profitability.



Nokia Managed Services by the numbers

3.2
million

network elements
managed

1
billion+

Managed Services
subscribers

110+

customers around
the world

5,000+

global experts

The world's leading
Managed Services
Provider for

5 years
running

Our Managed Services portfolio

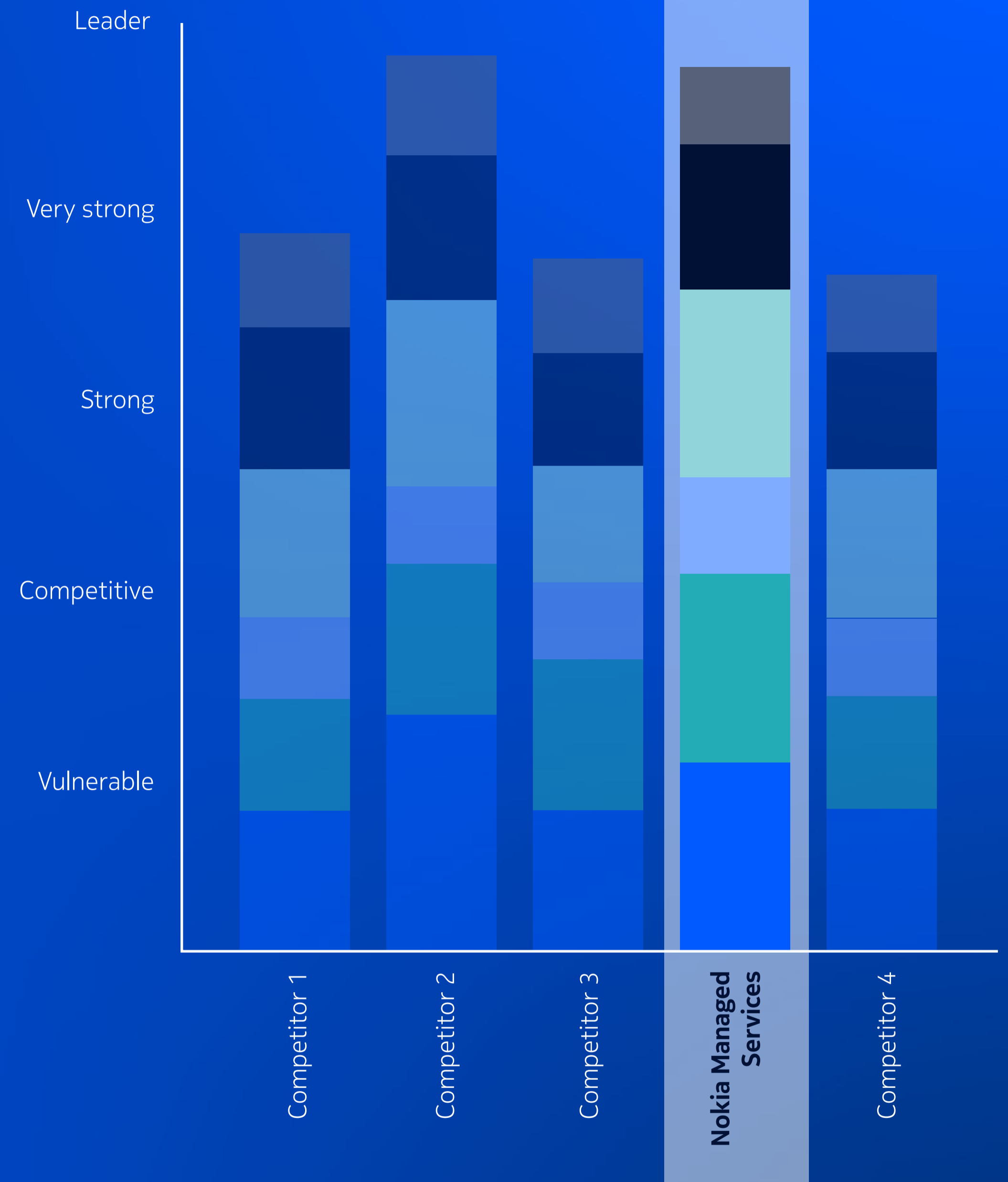
The best-case scenario for telecommunication providers and mission-critical enterprises is that their network runs with minimal intervention and observation. Outsourcing network management to Nokia is a decisive step towards making that a reality.

No matter if it's Radio or Fixed Access Networks, or multi-domain telecom systems, Nokia offers Managed Services for all network needs:

- Network Operations Center and Managed Security Services
- Field Intelligence and Sustainability Services
- End-to-End and Performance Management Services

Our entire portfolio is powered by a comprehensive and unified automation framework, designed to synergize disparate tools and reduce the operational strain of running a high-performing telecommunications network alone. Machine learning, closed-loop automation, generative AI, and Agentic AI all integrate seamlessly through this platform – helping telecommunication providers and mission-critical enterprise networks maintain service health, maximize availability, exceed sustainability compliance, and strengthen security.

Product Class Scorecard



Key

- Expertise
- Service Agility
- Commercial Models
- NDO
- Network Transformation
- Scale and Reach

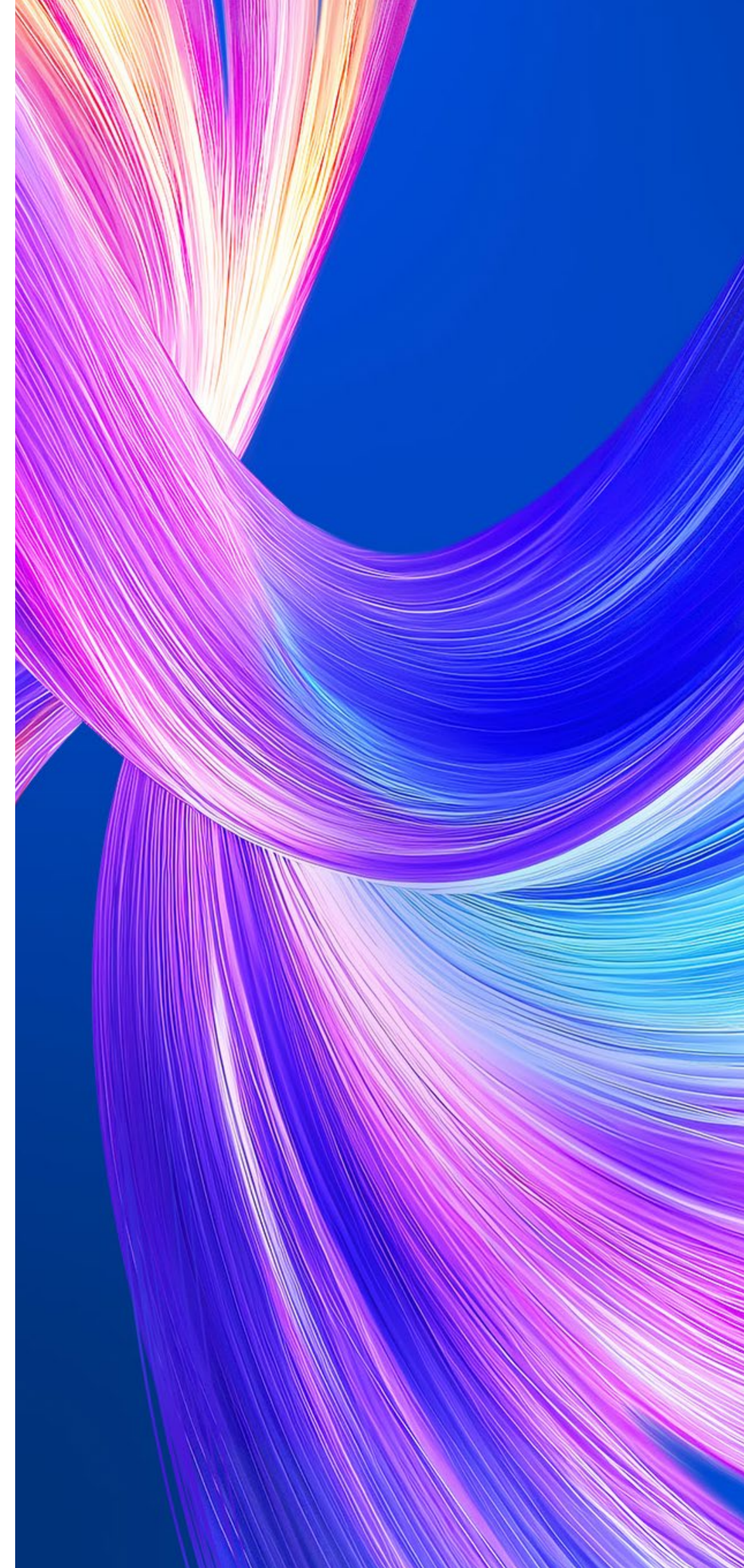
Nokia: Managed Infrastructure Services for Telcos: Competitive Landscape Assessment

The platform is designed and augmented by a vast network of experts based in our **network operations centers**. These specialized locations are the backbone of our operations, where our teams harness our advanced AI automation tools to handle anything from alarm monitoring and outage restoration, to root cause analysis and advanced troubleshooting. This proactive approach enables us to predict and resolve issues before they ever affect the experiences, security, or energy-efficiency of an organization and its end-users.

In total, Nokia currently manages more than 3.2 million network elements, deals with over a million alerts per day, and maintains near-perfect Service Level Agreement (SLA) adherence with customers who have a diverse range of pain points and goals. All of that – and much more – is why we've been named the world's leading Managed Services provider for five years consecutively.

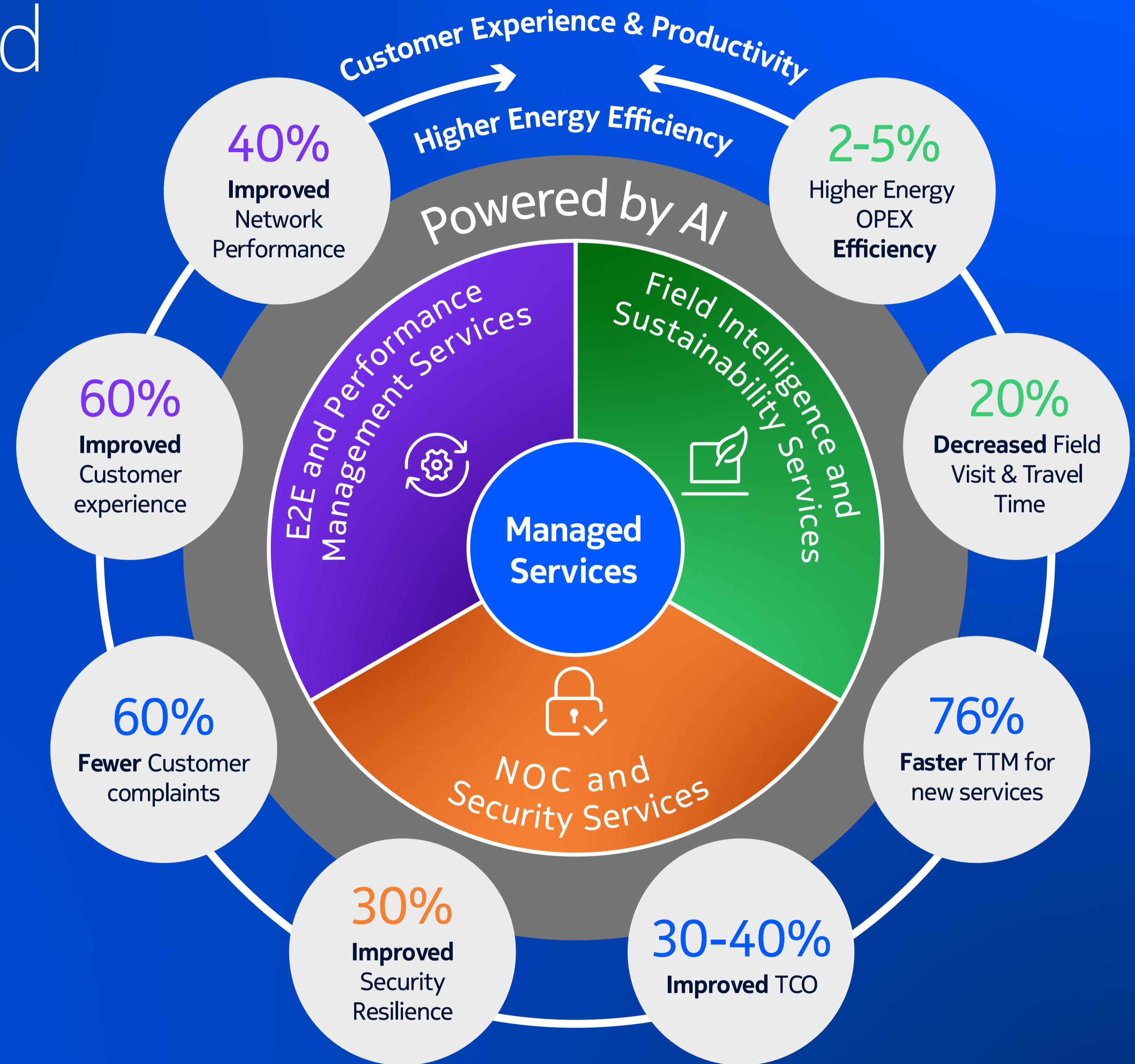
Manages more
than 3.2 million
network elements

Deals with
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alerts per day



Expanding performance across every Managed Services layer

Our Network Operating Centers (NOCs) are at the core of everything we do. Depending on the unique needs of each customer, these NOCs can also serve as the foundation for additional, tailored Managed Services options.



The benefits of Nokia Managed Services

Whatever challenges telecommunication providers and mission-critical enterprises need Nokia Managed Services to address, it's our NOCs that directly support them to unlock stronger and smarter networks. The organizations that trust us to manage their infrastructure are proven to sustainably achieve their business ambitions, such as:

- **Improved end user experiences**
- **Optimized operational capabilities**
- **Increased service availability and breadth of coverage**
- **Streamlined capital and operational expenses**
- **Eco-friendly operations primed to achieve more with lower emissions**

More specifically, across a diverse group of use cases, our intelligent and innovative solutions have delivered the following results:

- **Up to 20%** fewer helpdesk tickets
- **75% faster** Mean Time to Detect
- **20% faster** Mean Time to Recovery
- **~15% decrease** in Total Cost of Ownership
- **98% of 6,000+** daily tickets resolved
- **98.7% hit rate** on first-time-right change requests

Finally, when it comes to the metrics that best define a network's success – its customer perception, cost-effectiveness, security, and overall performance – our dedicated support has inspired:

- **64% fewer** customer complaints
- **Upwards of 15%** cost savings
- **30 to 40%** stronger security resilience
- **40% higher** network performance

Nokia Network Operations Center Services

Around the clock, our expert teams harness Nokia's suite of advanced automation and AI-driven tools to manage networks at the highest level – supplying telecommunication providers and mission-critical enterprises with the operational excellence they need to excel.

Based out of our global delivery centers – spread throughout Europe, USA, and India – our **Network Operations Centers (NOC)** underpin every component of Nokia Managed Services. These centers are where our automated solutions, deep telecom expertise, and cross-domain intelligence converge to deliver three essential outcomes: network assurance, operational fulfilment, and ongoing optimization.

The automated, AI-powered services that stem from these locations help our customers to achieve continuous availability and optimal network infrastructure by:

- **Proactively monitoring networks** and resolving incidents before they escalate.
- **Executing changes right the first time** through automated configuration management.
- **Consolidating unified performance insights** onto dashboards uniquely customized to SLAs.
- **Maintaining resilient, secure, and fully-compliant network** delivery environments.
- **Scaling operations rapidly** to support launches, growth phases, and special events.
- **Providing operational readiness** and lifecycle support for new services, apps, and upgrades.

The flexibility and intelligence of these specialized centers allows us to keep networks running smoothly and powerfully – and therefore extract long-term operational value – on behalf of organizations of any size, sector, or challenge. That's what truly empowers our customers to outsmart their networks, automate to save, and focus on growth.

Nokia Managed Security Services

Nokia Managed Security Services deploy AI-driven security protocols that constantly monitor a network, conduct digital forensics, orchestrate change management, and proactively protect equipment across every domain.

Acting as a 24/7 line of defense, the teams in our dedicated Security Operations Centers vigilantly check for cyber threats, rapidly respond to any potential security incident, and truly understand the operational impact of every single alert that appears on our data-driven security dashboard. Thanks to the corrective actions taken as a result of these insights, some of our customers have experienced:

- **50% faster mean time** to detect and respond
- **60 to 70% attainment** in threat awareness and reporting
- **Up to 50% reduction** in cybersecurity expenses

Overall, Nokia Managed Security Services has taken responsibility for the end-to-end coverage of networks with more than **400 million subscribers**. Across that user base, we've handled over **410,000 security events** and triaged **over 4,500 critical incidents** for a specialist fix.

50%

faster mean time to detect and respond

60-70%

attainment in threat awareness and reporting

Up to

50%

reduction in cybersecurity expenses

Nokia Managed Services for Field Intelligence and Sustainability Services

Nokia Managed Services for Field Intelligence and Sustainability Services provides end-to-end, multi-vendor support across any site at any scale. By taking full responsibility for off-site intelligence and innovating remote workflows, we simplify network management and identify new opportunities for automated eco-efficiency.

Any areas for improvement are all collated and displayed on an AI-driven energy consumption dashboard, which intuitively organizes data by tech, vendor, and location. This unified platform is the launchpad for our four-part portfolio, which delivers services that improve **Network Field Operations, Sustainability Operations, Tower-Co Operations,** and **Data Center Infrastructure**. So far, this has helped our customers achieve:

- **10 to 25% improvements** in scheduling accuracy and truck roll reduction
- **10 to 20% decrease** in field visits and travel time
- **2 to 5% gains** in energy OPEX efficiency
- **Significantly fewer** large-scale hardware updates

Nokia's suite of intelligent automation tools gives operators the power to run cleaner and leaner networks, without the strain of managing every off-site location manually. It's a smarter, more scalable way to enforce environmental best practices while still exceeding commercial goals.

10-25%

improvements in scheduling accuracy and truck roll reduction

10-20%

decrease in field visits and travel time

2-5%

gains in energy OPEX efficiency

Nokia Managed Services for End-to-End and Performance Management Services

Nokia Managed Services for End-to-End and Performance Management Services consolidates siloed data sources and endpoints by viewing a network as a single interconnected system. Taking this unified, vendor-neutral stance allows us to standardize rapid automation and predictive analytics across our customers' diverse networks – embedding Quality of Experiences (QoE), Network Assurance, and End-to-End Optimization throughout.

By doing so, we help customers better understand their network behavior and subscriber experiences – which has helped some of them to:

- **Double** their Net Promoter Score (up to 22%), representing significant surges in customer loyalty and subscriber retention
- **Rank first** in public benchmarking, which one of our Tier 1 customers achieved three years in a row

Establishing end-to-end visibility transforms raw network complexity into meaningful data. In turn, those AI-driven insights earn our customers a best-in-class reputation driven by enhanced KPIs, improved availability, and a truly holistic understanding of how their network is experienced at the user level.

2x

Double Net Promoter Score (up to 22%)

No. 1

in public benchmarking

Nokia Managed Services for Mission-Critical Enterprises


Nokia Managed Services for Mission-Critical Enterprises takes responsibility for the network topology, cybersecurity, sustainability, and compliance of organizations within the public safety, defense, utilities, and transport sectors.

Decades of telecommunications experience and a suite of sophisticated AI-driven automation tools puts us in a prime position give these organizations the always-on, highly-secure connectivity they need to deliver public services. With us, mission-critical enterprises can choose from three different network management packages:

- **Fully-Managed Service:** After a customer outsources their network to us, we monitor it around the clock, manage every component, and optimize its operating processes
- **Build-Operate-Transfer:** We temporarily adopt management of a network, addressing any issues and implementing automation before returning control at a pre-agreed point
- **Start-Up & Quick Launch:** While customers are preparing for new deployments or upgrades, we upskill their teams and refine their infrastructure on a short-term basis

Whichever option is preferred, Nokia has the flexibility and proficiency to drive better-than-ever levels of connectivity. In our expert hands, enterprise networks of any size or ambition can sustain the performance required to achieve their sector-specific goals.





Stay one step ahead with AI-driven operations

Telecommunication providers and mission-critical enterprises around the world are recognizing the value of outsourcing the stresses and complexity of network management to a Managed Services Provider. At Nokia, we strongly believe ours offers the greatest benefits.

We uniquely combine our extensive telecom experience, global expertise, and AI-driven automation tools to keep our customers' telecommunications operations seamless, simple, sustainable, and secure – empowering them to innovate and grow with confidence and without distraction.

To learn more about how this approach is reshaping network connectivity globally, visit our Managed Services homepage.

[Visit our Managed Services homepage](#)

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NOKIA

At Nokia, we create technology that helps the world act together.

As a B2B technology innovation leader, we are pioneering networks that sense, think and act by leveraging our work across mobile, fixed and cloud networks. In addition, we create value with intellectual property and long-term research, led by the award-winning Nokia Bell Labs.

Service providers, enterprises and partners worldwide trust Nokia to deliver secure, reliable and sustainable networks today – and work with us to create the digital services and applications of the future.

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