



Nokia Managed Services

Actively accompanying your journey to the 5G promised land

NOKIA

The right mix of profitable managed services solutions for investment and growth in CSP and enterprise segments.

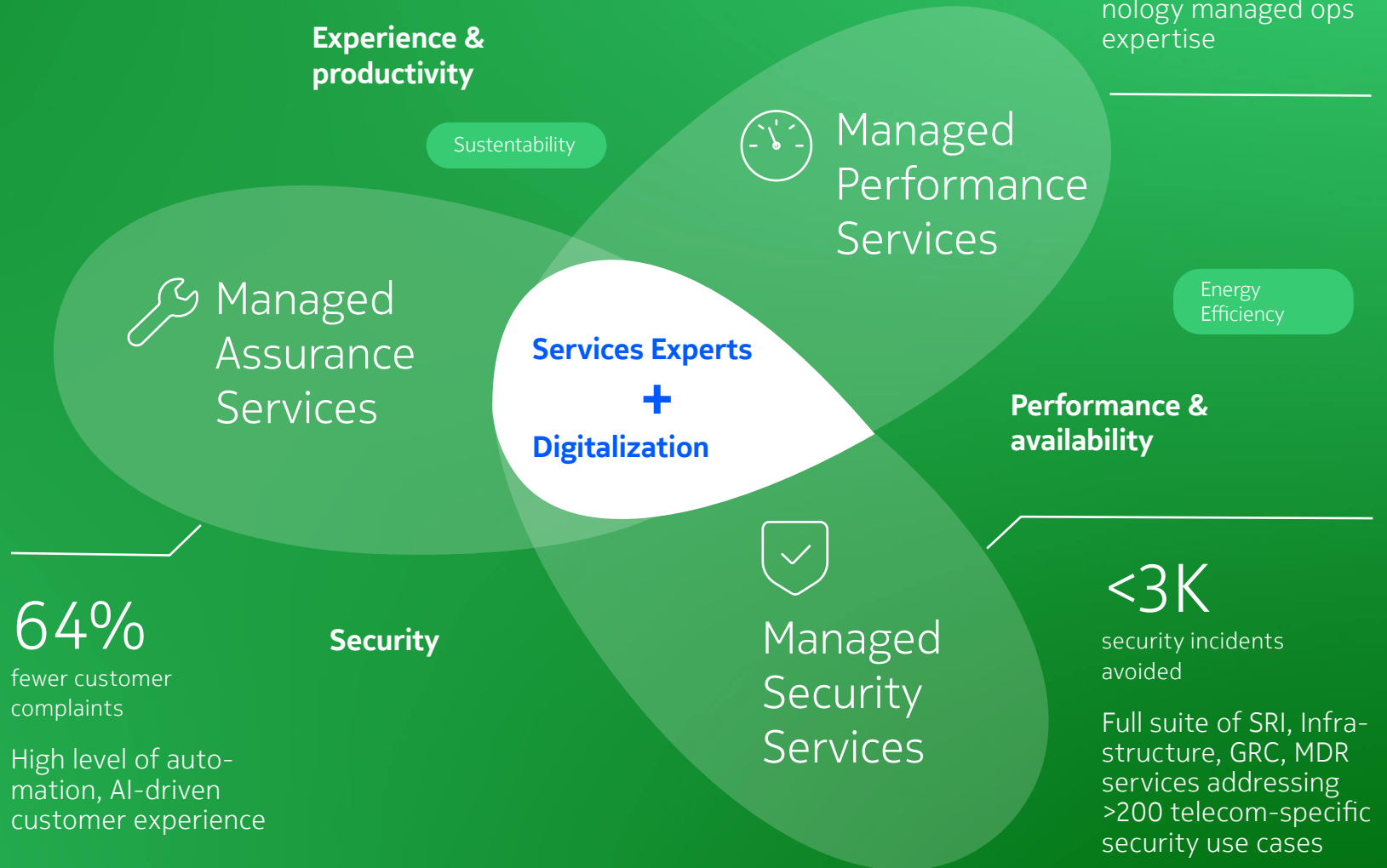


Accelerate digital transformation and 5G monetization

Manage network complexity

New QoE-driven operations paradigm

Drive network intelligence



Operational maturity comes step by step

Operations Transformation offers a collaborative approach, working hand in hand with operators to effectively leverage automation and drive outcome-oriented, time-sensitive, and business-focused transformation endeavours.

Our objective is to meticulously assess operational shortcomings and propose automation solutions to modernize and revamp our clients' operations.

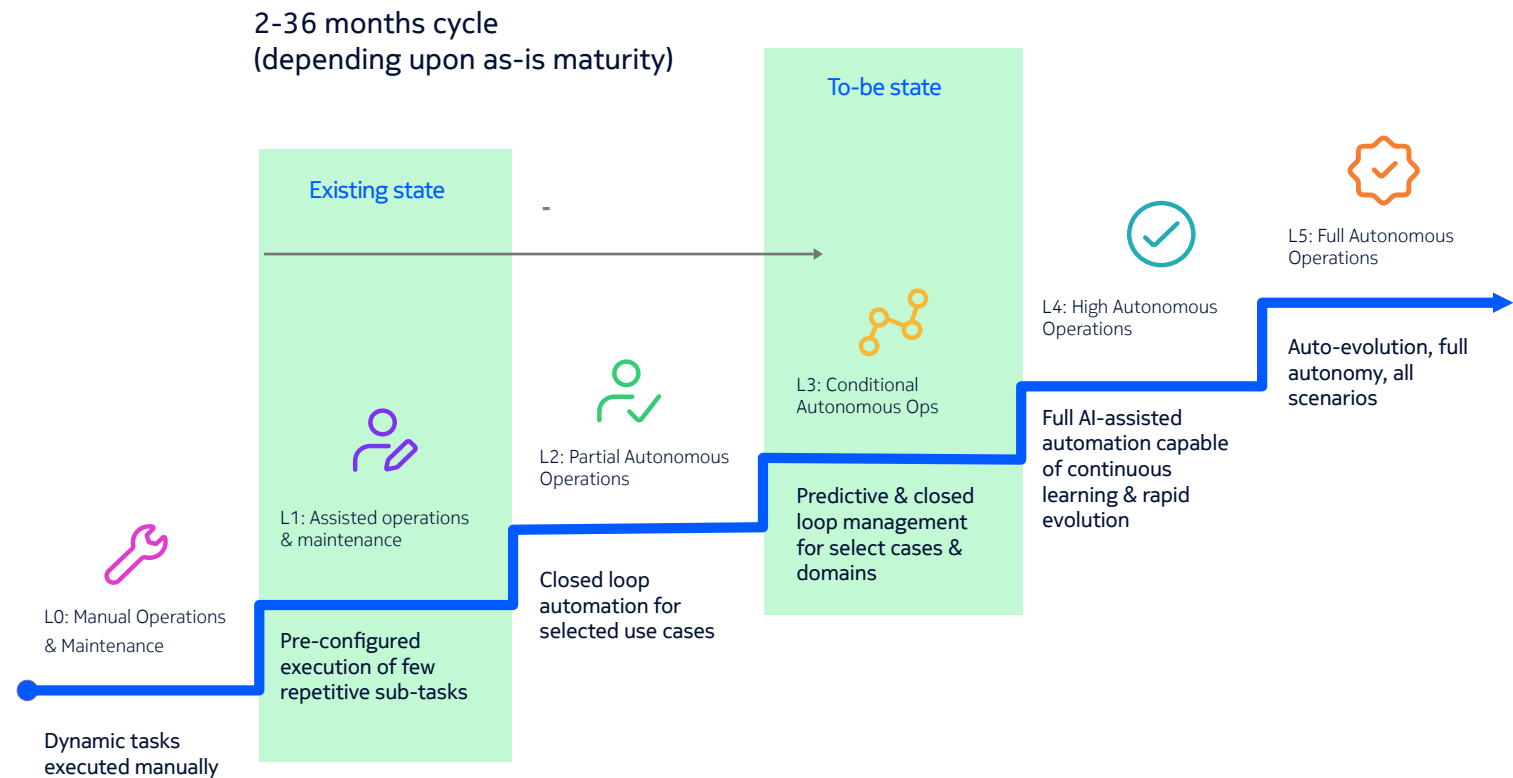
Utilizing our Automation Maturity Assessment framework, we pinpoint the initial state of our clients and chart a clear path towards their desired future state.

Customer transformation is intricately linked to automation Key Performance Indicators (KPIs), which our operations teams diligently monitor to achieve the business and financial objectives set by the CSP.

Autonomous Operations ensures seamless services without wait times, manual intervention, or complications. To achieve this, CSPs must address cloud complexity, data diversity, and automation inertia.

This necessitates partnering with a provider proficient in AIOPs-driven cross-domain operations, closed-loop automation, Telco cloud observability, network optimization, security, and energy efficiency.

Such transformation demands CSPs to revamp their business approach, and Nokia Managed Services, with its expertise, is poised to guide this evolution.



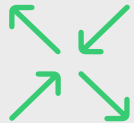
Based on TM Forum Autonomous Network Levels

A platform for 5G transformation

Nokia Managed Services offers more than a mere outsourcing model for expanding headcount. It presents a comprehensive platform for operational transformation. Tailor our experts' assistance to your specific needs by selecting the areas you require the most support in. Below are just a few examples of how we can assist you:



OSS Consolidation



- APIs supporting proprietary interfaces
- Reduced operational complexity

Alarm & Incident Resolution



- Significant reduction in alarm ratio and fully automated trouble ticketing
- Closed loop automation with extreme auto-recovery resolution

Automated Change Request Execution



- Streamlined change execution through low-code and RPA-driven templates
- Minimized errors with automated pre- and post-checks

Field & Energy Optimization



- Minimize carbon footprint with reduced CO2 emissions
- Optimized field operations costs

Service & CX Monitoring & Management



- Improved subscriber perception
- Faster service impact analysis

Focused Optimization



- Guaranteed performance for critical service needs
- Multi-vendor E2E optimization

Network Benchmarking



- Comprehensive competitor analysis
- Analysis of Quality of Experience (QoE) gaps

Transformation powered by connected intelligence

Canopy serves as the backbone of our Managed Services operations, leveraging cloud-native architecture and microservices.

It employs robotic process automation (RPA) and low-code solutions to streamline workflows, while harnessing machine learning to predict network issues and proactively address them. This enables seamless integration with various tools and facilitates automation of operational processes.

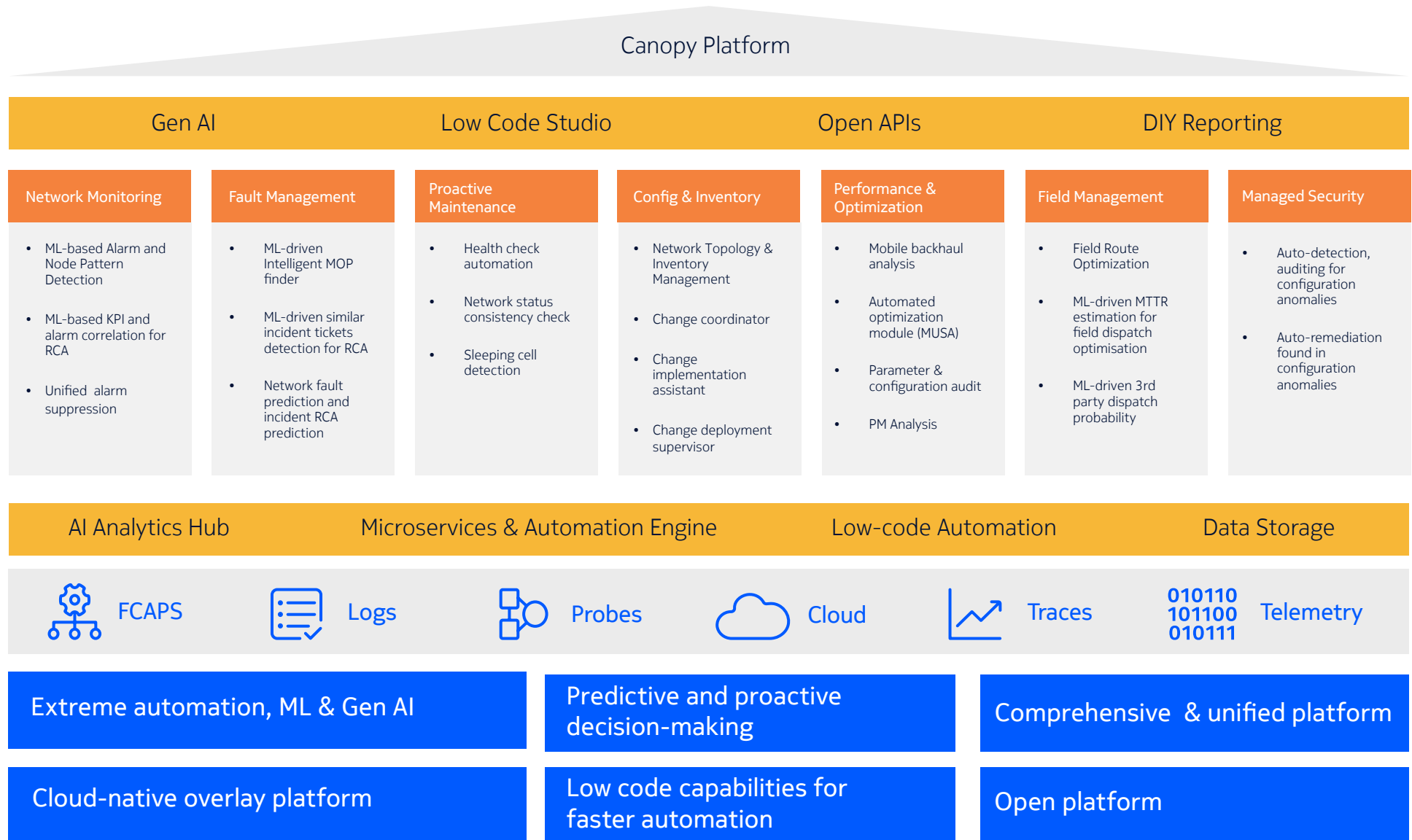
Furthermore, Canopy excels in network optimization through advanced machine learning algorithms. By anticipating and mitigating potential issues, it ensures optimal network performance and reliability, transcending traditional operational boundaries.

As an adaptable platform, Canopy seamlessly operates across diverse technology and vendor environments, whether on public or private cloud infrastructures. Its versatility is complemented by a robust ecosystem of partners, facilitating the rapid development and enhancement of AI-driven cognitive services.

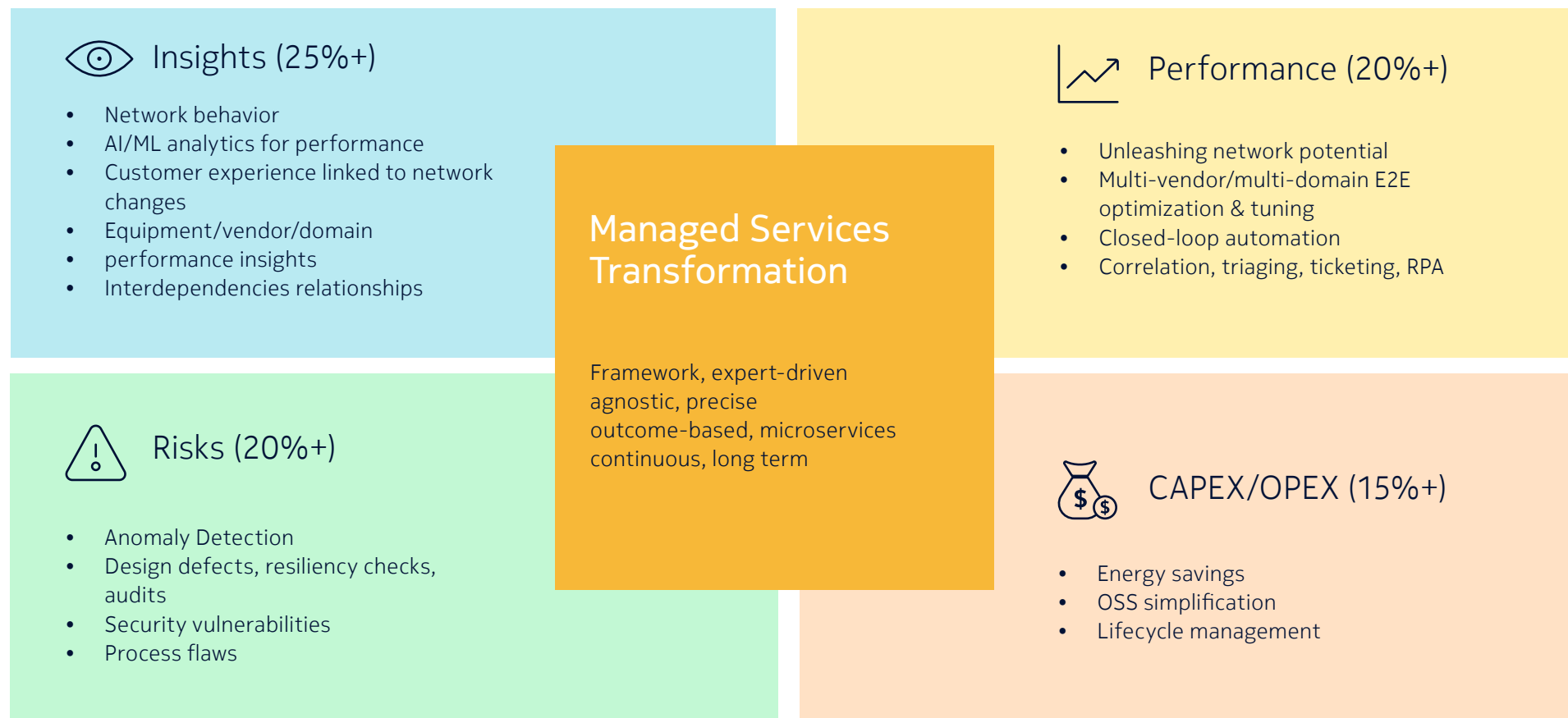
Our managed services are delivered remotely from our extensive global and local delivery centers. With over 10,000 experts supporting 200+ customers in 55 countries, remote delivery optimizes resource utilization and enhances service quality, ensuring swift and efficient support tailored to our clients' needs.



Utilizing the Canopy enabler framework for automated managed services delivery



MS Transformation Framework to generate value proposition



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About 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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