

SOLUTION BRIEF

Nokia Managed Services for Mission-Critical Enterprises

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

NOKIA

Telecommunications is the heartbeat of any ambitious mission-critical enterprise or public sector organization. It can provide a foundation for growth. But its significance means that latent connectivity issues can directly compromise overall performance and productivity.

For this reason, managing a fit-for purpose network now requires telecom-grade expertise, 24/7 oversight, and well-oiled AI-driven automation tools. Nokia Managed Services for Mission-Critical Enterprises empowers customers by taking responsibility for the availability, agility, and optimization of their communication systems.

The challenges of managing a telecommunications network alone

Many mission-critical enterprises choose to manage their network without external support. This feels like a logical approach when everything is going smoothly – but unfortunately that is rarely the case. Inevitably, as soon as challenges arise and complexity increases, internal teams are forced to spend far more time, energy, and resources than is acceptable.

For example, expert technical consideration is required when a potentially transformative new solution needs to be integrated into a network infrastructure. Doing this manually can result in incompatible systems, underutilized investment, security vulnerabilities, unsustainable energy expenditure, end-user frustration, non-compliance with shifting standards – or all of the above.

As the challenges start to stack up, network operations begins to feel like an increasingly overwhelming task for non-specialist teams that lack automated processes – posing unwanted distractions for employees who should be focusing on delivering services elsewhere. More often than not, the sheer cost and complexity of dealing with this in-house outweighs the benefits.

Plus, for essential industries – where network outages can affect national infrastructure or public safety – the downtime these inefficiencies can cause is simply not an option. Left unaddressed, these disturbances can snowball into long-term damages to an organization's performance, compliance, and even reputation.



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 mission-critical enterprise 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 build networks that are seamless, predictable, and ready for the future.



The promise in practice

In practice, the Nokia Promise steers our customers towards an automated, zero-touch network, capable of self-healing, self-optimizing, and self-protecting with minimal human intervention. When safe in the knowledge that their network management is under control, mission-critical enterprises and public sector organizations are freed up to focus all their attention on their real area of impact.

To take our customers to these new levels of autonomy, intelligence and future-readiness, we provide:

- **Peace of mind**, by ensuring operational simplicity, security, and superiority.
- **Offloaded responsibility**, with 24/7 support tailored to the unique needs of our customers.
- **Specialist expertise**, granting access to global leaders and telecom knowledge.
- **Streamlined operations** powered by AI-driven monitoring and automation.
- **Scalability**, with Managed Services models that adapt to our customers of any size, sector or strategy.
- **Sustainability** through automation capable of managing energy use and carbon footprints.



AI-driven operations that keep mission-critical networks one step ahead

Across every sector – both public and private sector – organizations 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.



Expertise, experience, excellence

When it comes to network operations, it's our expertise, reputation and – most of all – our suite of AI-driven solutions that truly sets us apart.

The entire Nokia Managed Services offering is underpinned by our NextGen delivery of **AI-powered automation and analytics**, which drive smarter and faster networks that are primed for cost-effectiveness, eco-friendliness, and superior service quality.

Those tools are made possible because our **deep telecom knowledge** spans every domain, with strong capabilities across IP, Optical Transport, Core, Cloud, FTTx, DWDM and RAN network types. And because all our solutions are **vendor-agnostic**, we can easily operate the existing network infrastructure of our customers – offering seamless operational control while protecting the investments they've already committed to making.

Likewise, all our on-premises and global Network Operation Centers demonstrate best practices in **governance and compliance**, and our Continuity and Disaster contingency management processes are ISO22301-certified for **minimizing operational impact** in the event of a catastrophe. In fact, some of our

employees and facilities are **NATO-authorized** to deliver services for the world's most confidential networks. In case high sensitive enterprises or public sector organization require local services, we are able to provide it as well in Europe.

The added value that our expertise, versatility, reliability and security bring is exactly why Nokia has been recognized as **the world's leading Managed Services Provider** for five years consecutively. This reflects our understanding of complex telecommunications environments and our proven ability to deliver results at scale.

If a mission-critical enterprises requires full end-to-end management or some targeted support in specific domains, we can confidently provide the ongoing strategic and technical support it needs to exceed its future goals – free from the burden of manually managing a telecommunications network without external help.

Nokia in numbers

3.2
million

managed
network
elements

5000+

skilled technicians

74%

multi-vendor deliveries worldwide

110+

customers across the world

The world's leading
Managed Services Provider
for 5 years consecutively



Feel the benefit

Nokia Managed Services keep networks performing at the highest level through end-to-end automation and a proactive approach to management. When mission-critical enterprises entrust their infrastructure to our experts and solutions, they get access to:

- **24/7 visibility:** Our AI-driven monitoring tools capture warnings triggered by alerts before they escalate into outages – minimizing network downtime.
- **Decades of experience:** Our expertise in managing large telecom networks ensures better performance, security, and reliability.
- **Seamless configuration management:** Our well-defined processes minimize service disruptions during planned activities.
- **Automated field visits:** Global Network Operations Center-triggered field visits are automated, ensuring efficient tracking and coordination.
- **Disaster Recovery confidence:** Our experience in handling catastrophic outages enables us to implement effective Business Continuity Plans.
- **Customizable reporting:** Our automated tools generate tailored reports and dashboards, providing insights into SLAs, network performance, and eco-efficiency.

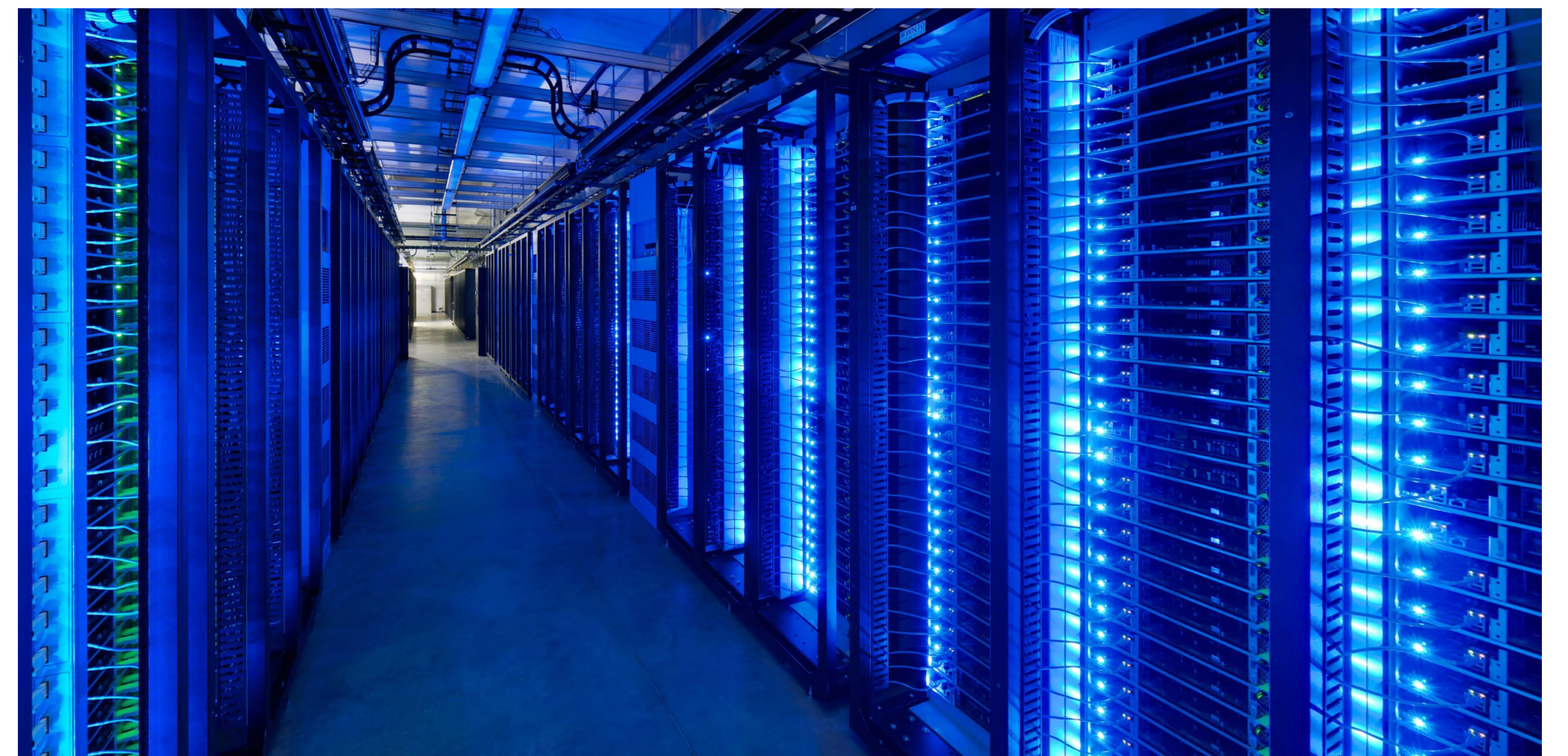


Network Operation Centers

Our entire Managed Services portfolio delivers transformation in three key operational areas: network performance, security, and user experience.

From our **Network Operation Centers**, our experts collaborate to deliver a range of network optimization capabilities, including:

- **The service desk**, which acts as a single point of contact for handling customer engagement. Every request is ticketed, tracked, and followed up until completely addressed.
- **Network surveillance** to monitor alarms generated by network equipment. Automated tools are deployed to filter alarms, identify incidents, and assign them to the appropriate experts for resolution.
- **Network fault resolution** systems accountable for troubleshooting, resolving and escalating issues to field or technical support when necessary.
- **Configuration management department** that handles changes to network layout and the knock-on effects on auditing, strategy, and fault resolution.
- **A field dispatch team** that steps in when on-site support is needed, reacting to automated work orders that track and coordinate with field engineers.
- **Performance reporting processes** that generate customized reports on Service Level Agreements, faults, and trouble tickets – helping to track and exceed KPIs.
- **The governance and support function** that observes project performance, identifies room for improvement, and implements corrective actions.



Security Operation Centers

Simultaneously, our **Security Operation Centers** provide end-to-end network security management to ensure data and system integrity, confidentiality, and availability by delivering the following suite of solutions:

- **SIM (Security Infrastructure Management)**, designed to build an adaptive, multi-layer security coverage across network infrastructure, applications, data, identity and access, and monitoring domains.
- **GRC (Governance, Risk and Compliance)**, capable of automating security controls to deliver vulnerability management, security configuration management, and application security management.

- **MDR (Managed Detection and Response)**, which provides an automated framework for proactive threat hunting and response.

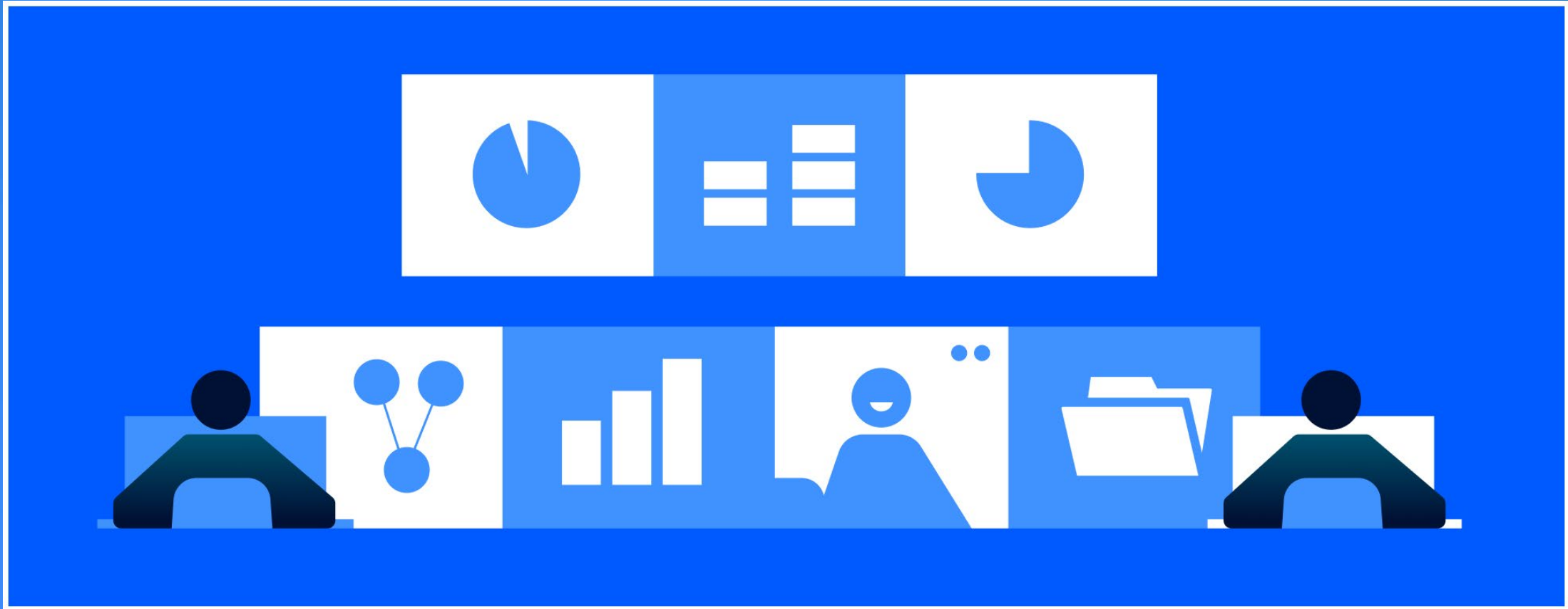
Tying it all together, our **End-to-End and Performance Management** teams optimize connectivity and performance across technologies, devices, vendors, and domains – ensuring that mission-critical networks can continue to deliver superior Quality of Service (QoS) and Quality of Experience (QoE), no matter what solutions it consists of.



The options outlined

At Nokia, we take a flexible and tailored approach that allows us to adapt our Managed Services to the specific needs and desired strategic involvement of our customers. Depending on their network maturity or the nature of its challenges, we offer three different options:

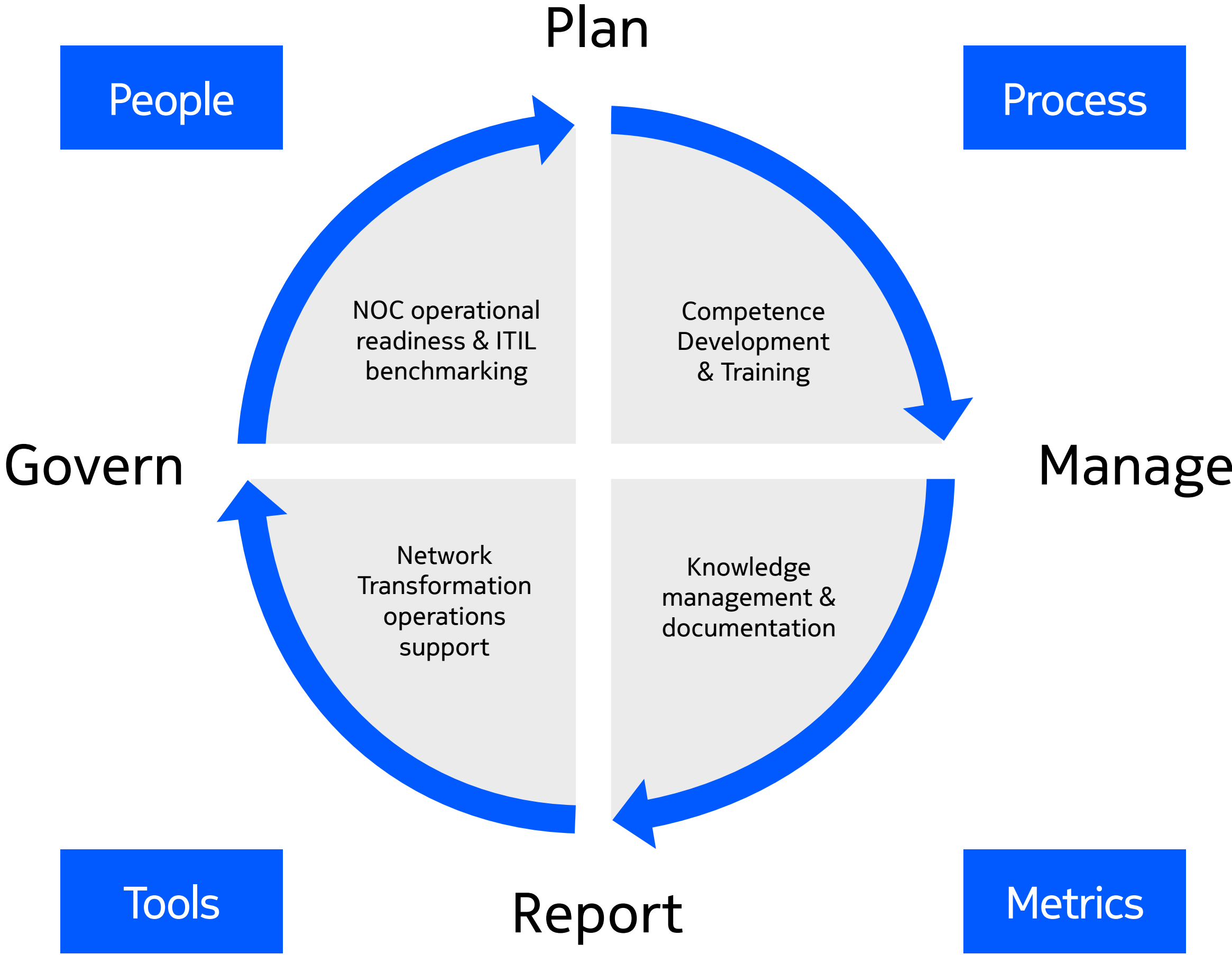
Option	Who is it for?	How does it work?
Option 1: Full Managed Services	Customers that want to find peace of mind by completely outsourcing their network management.	<p>We take sole responsibility for the comprehensive management of a mission-critical network, leveraging our know-how, AI-driven solutions, and battle-tested processes to fully optimize the entire telecommunications stack.</p> <p>Harnessing the well-defined roles of our Network Operating Centers, Security Operation Centers, and Service and Performance Management teams, we make the necessary improvements to a network’s infrastructure – monitoring, automating, and safeguarding it to ensure long-term growth.</p>



Option	Who is it for?	How does it work?
Option 2: Build, Operate, Transfer (BOT)	Customers that need support establishing a network, but feel comfortable retaking control afterwards.	<p>This is a collaborative model where a mission-critical enterprises enlist our help to handle operations during a defined contract period, before we transfer control back to them when they're ready.</p> <p>Whether it's guiding a digital transformation or rapidly deploying a new solution, Build-Operate-Transfer is essentially a shorter-term – but equally effective – way of harnessing our expertise and automation tools without permanently outsourcing network management.</p>



Option	Who is it for?	How does it work?
Option 3: Start-Up and Quick Launch	Mission-critical enterprises who need expert consultancy in order to rapidly bring their systems or teams up to speed.	<p>The Start-Up and Quick Launch model is designed to quickly build skills, limit risk, and optimize costs when a customer needs to ramp up or roll out a new piece of technology.</p> <p>Working alongside our customer’s in-house team, we provide training and resources to maximize operational readiness – upscaling their people, processes, and tools while also identifying areas for growth. The mission-critical enterprise retains control; we drop in to help.</p>



Public Sector use cases

Railways

As the Global Systems for Mobile Communications-Railway (GSM-R) system nears its end of life in 2030, the railway sector is urgently transitioning towards 5G-backed Future Railway Mobile Communications Systems (FRMCS).

Rather than just seeing the jump from 2G to 5G technology as a mere upgrade, organizations in this sector should consider the wealth of possibilities that FRMCS can deliver – such as higher bandwidth for safer signalling, remote maintenance, and improved passenger experiences.

Nokia Managed Services can support railway operators to modernize their operations by overseeing the complex period in which both old and new systems have to run side-by-side – offering seamless migration, enhanced security, regulatory compliance, and service continuity through our strategic expertise and automated solutions.

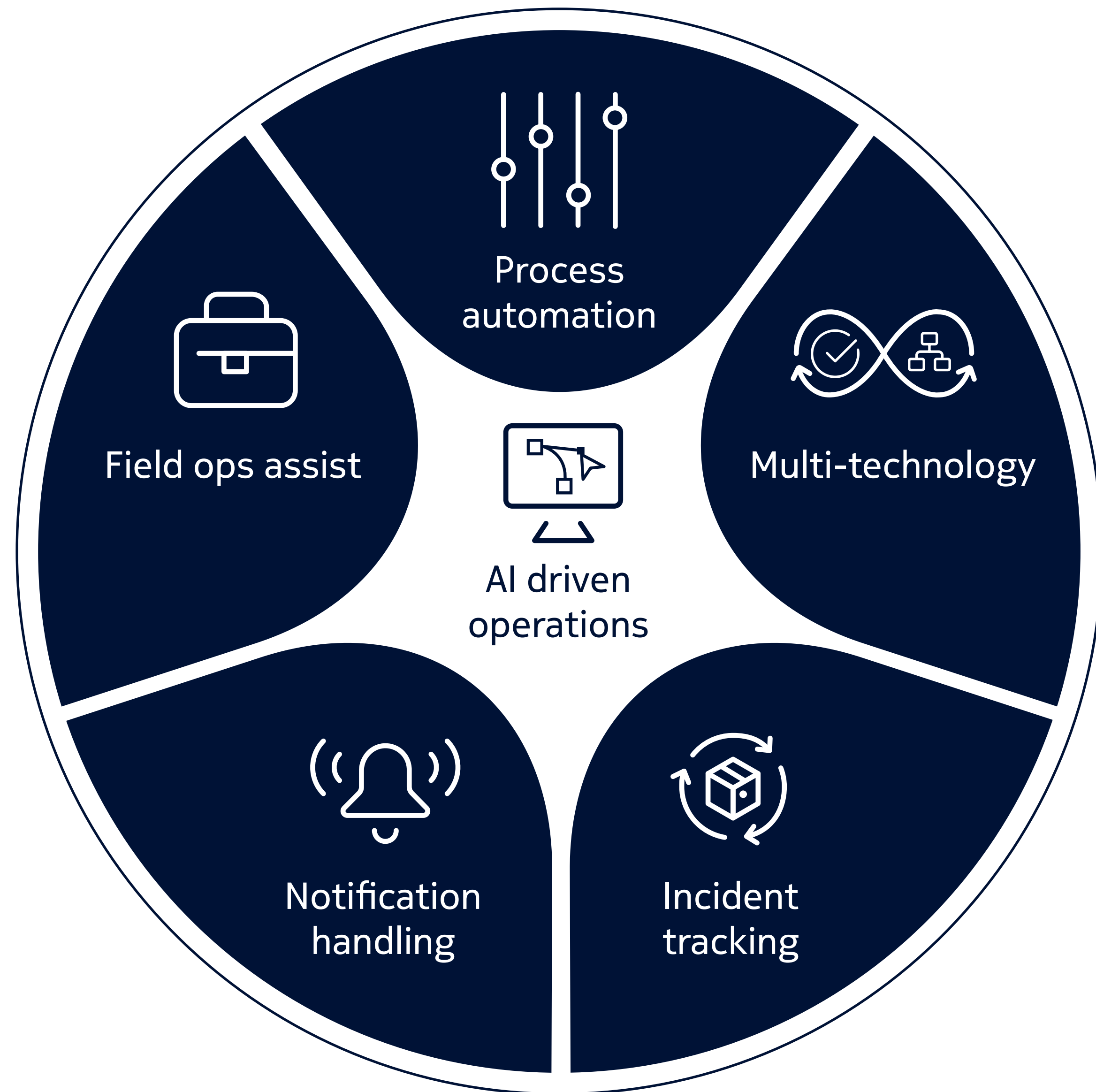
Utilities

The decentralization of power grids and adoption of smart devices has transformed the utilities sector. Innovations like renewable energy and electric vehicles are now being spearheaded by improvements in IoT device management, remotely-installed assets, and automation tools – all of which give more operational control, if deployed correctly.

However, without end-to-end insights and seamless vendor-neutral integration, all these technologies will only escalate the threat of outages and intensify the challenges around network management. Many different tools are now doing a lot of heavy lifting, which is exactly why they need to be managed effectively and efficiently.

Nokia Managed Services can optimize utilities networks through continuous monitoring and AI-driven device management, helping to simplify infrastructures with compounding communication stacks. With that support, organizations can gain more clarity over their data points and safeguard their network availability.

Public Sector use cases



Public Sector use cases

Defense

We offer a strong foundation to support the sensitive needs of the defense sector. This is thanks to our specialty in managing secure Wide Area Networks and Data Center networks through our use of IP routing, Optical Transport, and LTE/5G Private Wireless Radio.

For instance, replacing spare parts or devices in very remote – and even confidential – locations can be a logistical challenge. Every upgrade to a voice or data communication device requires careful planning in order to retain efficiency and compliance. With our proactive lifecycle management and automated field visit solutions, defense organizations gain a secure view of their mission-critical technology's maintenance requirements.

Crucially, our team of experts includes NATO-licensed professionals who harness our AI and automation tools to help our customers move towards self-sufficient network operations – meaning critical or even catastrophic situations can be handled with authorized confidentiality and ease.

Public safety

When a public emergency occurs, alerts are triggered by civilians or sensors via service network numbers like 911 in the US or 999 in the UK. These alerts are then routed to answering points or field teams depending on their urgency or necessary action. For this process to constantly function in a reliable way, three key elements are essential: resilience, coordination, and responsiveness.

However, these emergency response networks currently rely on communication technologies with varying degrees of sophistication to coordinate their emergency response network: from TETRA, P2G, and 3GPP, to the likes of Cellular, IP, Microwave, Optical, and Satellite.

To address the complexity, governments across the world are upgrading their safety systems – which is where Nokia Managed Services can help. During these periods of major upheaval, and especially within multi-tool infrastructures, our automation capabilities can drive better standards of cybersecurity, interoperability, and efficiency – keeping response systems reliable and compliant when they're needed most.

To learn more about how this approach is reshaping mission-critical and public sector network connectivity:

[**Visit our Managed Services homepage**](#)

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Nokia Managed Services

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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