

Company: Netcracker Technology
Company Description: Netcracker Technology has the expertise, culture and resources to help service providers around the world transform their businesses to thrive in a digital economy. Our innovative solutions, value-driven services and unbroken delivery track record of three decades help service providers to achieve their digital transformation goals.
Nomination Category: Product & Service Categories - Business Technology Solutions
Nomination Sub Category: Software Defined Infrastructure
Nomination Title: Netcracker Intelligent Operations Automation



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the the nominated new or new-version product or service, OR written answers to the questions for this category? (Choose one):

Written answers to the questions
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released:

Updated January 2025
4. If you are providing written answers for your submission, you must provide an answer to this second question: Describe the features, functions, and benefits of the nominated product or service (up to 350 words):

Total 273 words used.

Netcracker Intelligent Operations Automation is a suite of powerful software-defined solutions that bring new levels of automation and agility to telecom network and services. Automation will enable new technologies, such as 5G, MEC, network slicing and AI, to radically transform the delivery and consumption of services for new business opportunities with diverse monetization potential.

Automation has become a business imperative and requires a new operational environment with proven, open and cloud-native solutions to meet the dynamic demands of the digital marketplace. Netcracker’s pre-integrated automation solutions combine its Digital OSS portfolio and orchestration functions with its AI/Advanced Analytics to drive hyperautomation and agility across multiple technology domains, multiple cloud platforms and multiple service partners.

Netcracker Intelligent Operations Automation solutions are powered by the innovation of its market-leading Digital OSS suite and extensive partner ecosystem. Service providers can start with any digital service in any network domain and incrementally add new services as needed for optimal efficiency and agility in meeting business SLAs.

The portfolio includes:

- 5G Operations Automation
- E2E Service Orchestration
- Open vRAN Domain Orchestration
- Core Domain Orchestration
- Network Domain Orchestration
- Netcracker Business Cloud
- Netcracker Digital Satellite Solution
- Netcracker Fiber Cloud Solution

Netcracker Intelligent Automation has been implemented at over 65 telecom operators for mobile, fixed, satellite, and converged offerings, running on traditional, virtual, and cloud infrastructure. These solutions cater to various customer segments – B2C, B2B, and B2B2x – and has recently supported our customers in expanding their business beyond traditional telecom operations into a TechCo mode of operation. Our customers vary in size, ranging from Tier-1 operators and global groups to smaller Tier-3 operators that provide converged services as a one-stop-shop solution.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable (up to 350 words):

Total 337 words used.

Swisscom's ambitions to create more value for its customers and drastically cut service delivery times were hindered by its tightly coupled legacy OSS environment:

- *Service enhancements involved 10 OSS systems, triggered 25+ changes and took 9 months.*
- *Service extensions or process changes required 10-15 IT-system owners who would have to plan and align the adaptations in all related IT systems*
- *Service chaining was extremely difficult due to the sheer complexity and lack of automation.*
- *Centralized inventory systems jeopardized essential data for numerous services/processes.*

Resolving these issues was critical to Swisscom, as its ability to quickly launch new and innovative services is predicated on the ability to break down the monolithic architecture, minimize IT dependencies and empower teams to work independently.

- *With reduced system complexity and interdependencies, 30% cost savings were achieved.*
- *Testing costs were reduced by 50% and regression testing was shortened to 2-3 weeks from months. Previously, all functions had to be tested even if not directly impacted by the change.*
- *Implementing a fully automated CI/CD pipeline saved 100 people/day annually*
- *With increased team autonomy, the Agile planning overhead was reduced by 40%*
- *Federated real-time inventory resulted in lightweight data models and automated operations, reducing efforts by 20%. Previously, multiple complex inventory systems made it difficult to maintain a single source of truth needed for many processes.*

“We have worked very closely with Netcracker over the years and value our partnership, which has led to business success in different areas. The automation of our new IP transport network is a major undertaking that has resulted in a number of improvements across the network and IT, and we are happy to have Netcracker alongside us.” -- Bram Van der Zwet, Lead Architect, Networks & Infrastructure, Swisscom

“The deployment of cloud-based autonomous operational domain management functional blocks brings us closer to achieving a lean and fully modular IT architecture. Together with Netcracker we are enhancing customer experience and boosting operational efficiency through the creation of simpler IT solutions.” -- Felix Jaeger, Co-Head of Software Development, Swisscom

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Total 39 words used.

Swisscom customer testimonial: <https://www.netcracker.com/blog/view-all/on-video-swisscom-discusses-digital-transformation-and-relationship-with-netcracker.html>

Swisscom press release for one phase of our large digital transformation project: <https://www.netcracker.com/news/press-releases/swisscom-deploys-netcracker-network-domain-orchestration-for-ip-transport-automation.html>

ACG Research names Netcracker the leader in cross-domain orchestration: https://pages.netcracker.com/rs/937-BYM-547/images/ACG_Highlights_CDO_Market_Share_2022_9-21.pdf

Attachments/Videos/Links:

[Netcracker Intelligent Operations Automation](#)

[REDACTED FOR PUBLICATION]