

5G is driving service assurance transformation

Mobile network operators (MNOs) expect 70% of revenue from 5G standalone will come from enterprise and industry customers. Capturing that revenue requires deploying a 5G core to deliver new high-value capabilities and rapidly evolving service assurance to guarantee performance.

Results from a global survey of MNOs conducted by GSMA's Mobile World Live, May 2021.

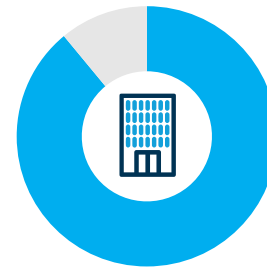


MNOs will struggle to guarantee end-to-end 5G service performance using a traditional service assurance approach

5G standalone requires a new approach to service assurance

Reality

The bulk of new 5G revenue depends on service guarantees impossible to deliver using traditional passive monitoring where results are delayed by several minutes or more. MNOs know this: 98% say they need to rethink service assurance for 5G.



89%
of enterprise/industry
5G standalone services
will be subject to SLAs

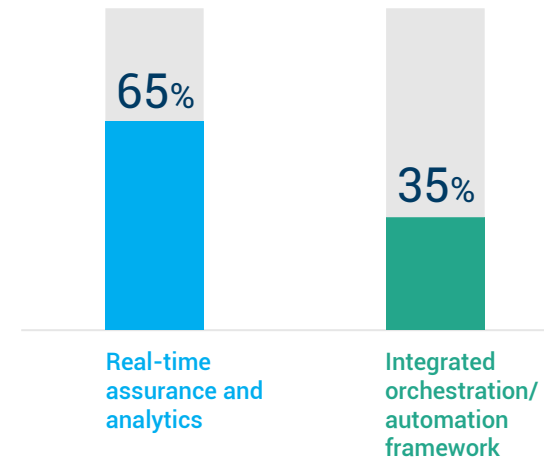


61%
of enterprise/industry revenue
can't be delivered without
real-time service assurance

Obstacles

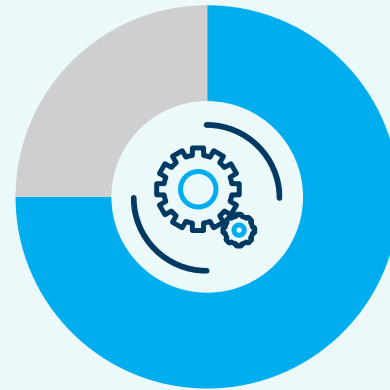
MNOs are twice as concerned about lack of real-time insight into network/service performance and user experience than they are about integrated orchestration and automation.

The biggest obstacle to 5G network automation and orchestration, according to operators:



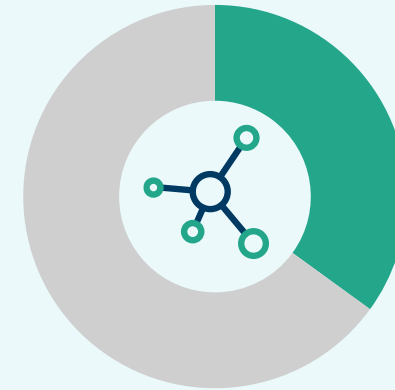
MNOs must manage service assurance for 4G and 5G with an integrated and agile approach

Unified 5G orchestration and assurance is crucial but challenges MNOs



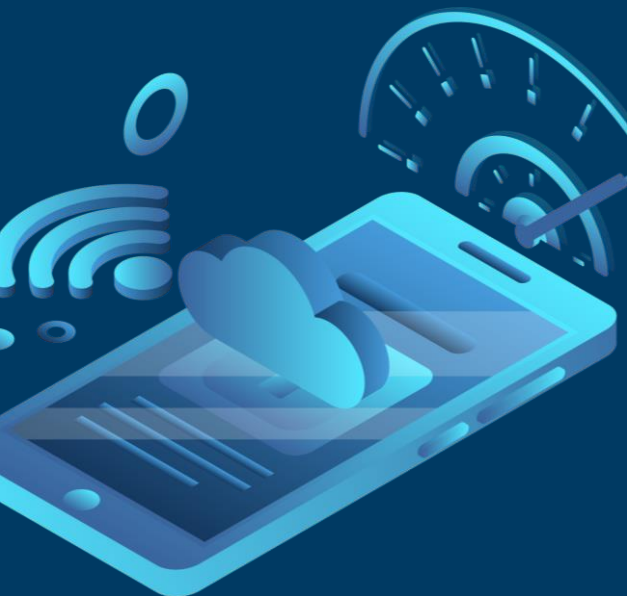
75%
of MNOs will use a unified approach to orchestrate and assure 4G and 5G networks. This requires a common service assurance foundation.

BUT...



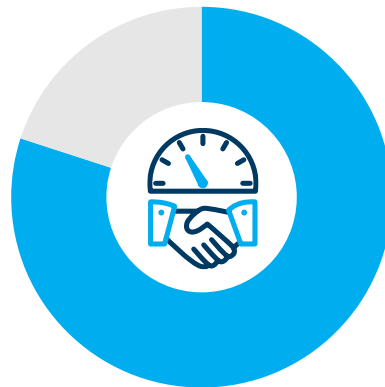
35%
don't yet know how they will approach 4G-5G assurance and orchestration.

MNOs point to service assurance as a crucial aspect of 5G service delivery

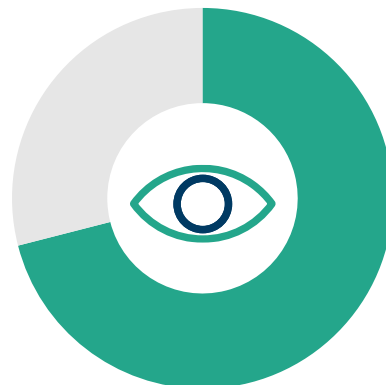


5G service assurance must instantly reveal user and device experience

Percent of MNOs who say service assurance for 5G must be transformed to...



80%
Provide real-time KQIs so applications can adapt to deliver optimized quality of experience (QoE).



71%
Provide per-user, per-device monitoring.

Percent of MNOs who say 5G service assurance must offer...

77% an integrated view of service, network and cloud performance

76% real-time correlation for events, faults, and QoS/QoE analytics

76% real-time monitoring, reporting and visualization

75% AI-driven fault prioritization

61% AI-driven root cause analysis

To succeed with 5G, MNOs must transform service assurance to close significant gaps

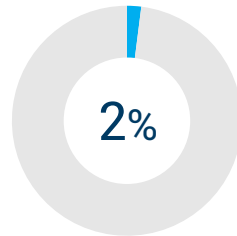
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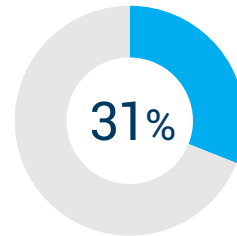
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5G essential: adaptive service assurance

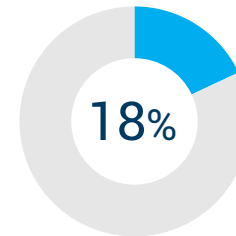
MNOs know what's missing...



our current approach to service assurance is sufficient for 5G

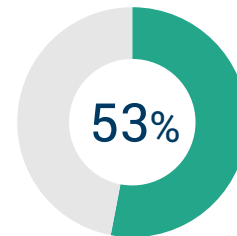


we have comprehensive network performance monitoring

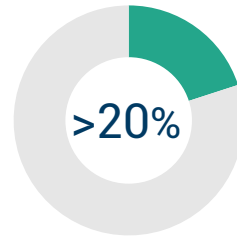


we have a clear view of user experience

...but must adapt quickly to fill gaps



we plan to have integrated end-to-end 5G standalone network performance monitoring



we plan to deploy 5G standalone-specific xHaul monitoring (for network performance or fiber monitoring)

Adaptive service assurance collapses analytics resources and big data overhead by 90% over traditional methods while providing crucial per-user and per-device monitoring necessary to monetize 5G standalone. It automatically measures only what's needed, when needed—in context—to deliver real-time insight and closed loop feedback for orchestrated 5G standalone networks.

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