Modernize to speed digital services

Apply Red Hat solutions to common operations and business support
system (OSS and BSS) use cases

As the world's commercial open source leader, Red Hat offers a comprehensive set of production-grade, open source solutions and technologies for OSS and BSS transformation.

Built on cloud-native and container expertise, these solutions provide a containerized, microservices-based architecture with embedded security, automation, and innovation.

Key features

- Control the pace of change during your migration.

- Connect legacy applications for continued use.

- Refactor legacy applications and build new ones with reusable microservices.

- Expand your environment with integrated Red Hat products and certified partner ecosystem products.

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Open, modular solutions help you modernize and prepare for change

Modernizing your operations and business support systems (OSS and BSS) with flexible open source solutions can strengthen your position as a digital service provider (DSP). Using container-based microservices and cloud-native architectures, Red Hat delivers the technologies, tools, and services to help you modernize your OSS and BSS more easily and at your own pace. Red Hat® solutions are modular and flexible, giving you an adaptable, scalable, and reliable foundation for a variety of OSS and BSS use cases. This brief explores five of these use cases.

Modernize your OSS and BSS integration architecture for speed and agility

Digital service delivery requires you to become more flexible, agile, and efficient. Legacy OSS and BSS are often rigid, disparate, and expensive to maintain. Modern integration technologies can help you connect both new and legacy systems to increase agility and efficiency while getting the most from your existing investments.

Red Hat Integration provides a comprehensive set of integration and messaging technologies that connect environments, data sources, and applications across your entire organization. As part of its larger digital transformation efforts, a tier-1 telecommunications provider began replacing its enterprise service bus (ESB) using Red Hat Integration. The company connected distributed legacy and new systems via flexible application programming interfaces (APIs). It also built a continuous integration/continuous deployment (CI/CD) pipeline to speed development and launch of new, microservices-based business functions.

## Automate configuration management to stay compliant

Telecommunications operators use large networks of devices to deliver services. Each device must be kept in compliance with industry, security, and regulatory policies. Managing hundreds or thousands of device configurations by hand is resource-intensive and error-prone. Automating configuration compliance can help you better maintain equipment settings and streamline common operations like updates and setting changes.

Red Hat Ansible® Automation Platform lets you automate equipment configuration, changes, and updates to ensure continuous compliance. Scheduling capabilities also help to reduce impact on operations. In fact, IDC reports that IT infrastructure management teams that use Red Hat Ansible Automation Platform are 68% more productive.[1]

Deploy automated fault monitoring and remediation to reduce costs

Your network is the core of your business. If your services are not reliable, customers are more likely to consider competitors' offerings. Manual network and infrastructure fault identification and correction can negatively impact service availability, resulting in lower customer satisfaction. Automating fault monitoring and remediation can help you find and address issues faster and without staff intervention.

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1 *IDC White Paper, sponsored by Red Hat, "Red Hat Ansible Automation Improves IT Agility and Time to Market," June 2019. Document #US45090419.* redhat.com/en/resources/business-value-red-hat-ansible-automation-analyst-paper.
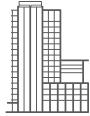
About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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Red Hat provides several tools for automating processes across your environment. Part of Red Hat Integration, Red Hat Fuse lets you aggregate events and data across your infrastructure and network. Red Hat Process Automation automates event processing, evaluation, and correlation based on business rules to speed fault detection and analysis. A tier-1 operator used these solutions to automate fault monitoring and diagnosis across its access and wide area networks (WAN), improving service quality, reliability, and response time. Now, fewer crew dispatches are needed to resolve issues, reducing operational costs.

Synchronize like systems in real time to streamline efforts

Many service providers operate multiple deployments of similar systems for things like inventory, billing, and trouble ticketing. These systems are often owned by different teams. As a result, data and updates must be duplicated manually, increasing operational effort, potential errors, and costs. Synchronizing these systems using advanced integration technologies can reduce the risk of errors and ensure that all systems hold the same information to support more consistent customer experiences. Combining these systems can provide even greater efficiency.

Red Hat Integration lets you connect, synchronize, and consolidate systems and data sources to give a consistent view of information across your organization. A tier-1 service provider used Red Hat Integration to federate its inventory systems, streamlining operations, reducing errors, and trimming expenses. Another used Red Hat Integration to synchronize its trouble ticketing systems, allowing changes entered in one system to be reflected across all other relevant systems. Both organizations experience fewer errors, faster operational responses, and lower costs.

Automate to streamline business processes

Processes govern many business-related operations, from help desks and call centers to fleet management and workforce optimization. Manual processes can significantly slow operations, resulting in delayed issue resolution, poor customer experiences, and reduced efficiency across your organization. Automating these processes streamlines action and improves productivity.

Red Hat Process Automation includes tools—like Red Hat Decision Manager—for creating business rules, automating decisions, and measuring results across environments. One tier-1 service provider used Red Hat Decision Manager to optimize its fleet management and scheduling, increasing efficiency by 25% and reducing time to service activation. Another tier-1 cable operator automated its customer help desk with Red Hat solutions, allowing the company to resolve issues faster with less IT staff involvement.

Read the Open source for modernizing telecoms OSS/BSS analyst paper to learn more.