

The Business Value of Red Hat Ansible Automation Platform for Telecommunications Service Providers

IDC's research demonstrates how telecommunications service providers use Red Hat Ansible Automation Platform to **run their complex IT and network environments more efficiently and deliver higher quality services** to their customers. Interviewed telecom service providers reported benefiting from **efficient operations as they grow** and improved ability to **adapt to meet changing customer and business requirements**.

KEY RESULTS



\$14.81 million
average annual benefits
per organization



668%
three-year return
of investment



8 months
to payback

BUSINESS BENEFITS, TELECOM SERVICE PROVIDERS

BUSINESS RESULTS:

- ▲ **26%** faster to market, overall
- ▼ **60%** fewer unplanned outages per year

CUSTOMER QUOTE:

"Red Hat Ansible provides proactive scripts that auto heal and alert before severe incidents occur. We've reduced outages time by 70%."

AGILITY:

- ▲ **66%** faster to deploy compute
- ▲ **59%** faster to deploy network resources

CUSTOMER QUOTE:

"With Red Hat Ansible Automation, we're more resilient and we've reduced the risk of errors and downtime, therefore increasing our productivity and revenue."

DEVELOPMENT:

- ▲ **32%** higher development team productivity
- ▲ **41%** faster to provision development resources

CUSTOMER QUOTE:

"With Red Hat Ansible, we enhance business agility because we can respond to changing business requirements."

IT OPERATIONAL EFFICIENCIES, TELECOM SERVICE PROVIDERS

- ➡ **36%** increase in change and configuration team efficiencies

- ➡ **50%** increase in network management team efficiencies

- ➡ **37%** increase in cloud management team efficiencies

CUSTOMER QUOTE:

"For us, operational resiliency has to do with speed. When we patched manually, it was painstaking as we grew. Now, with Red Hat Ansible automation, we've grown from a few Linux servers to almost 200 servers with the same IT team."