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.

**BUSINESS BENEFITS, TELECOM SERVICE PROVIDERS**

- **BUSINESS RESULTS:**
  - $26\%$ faster to market, overall
  - $60\%$ fewer unplanned outages per year

- **AGILITY:**
  - $66\%$ faster to deploy compute
  - $59\%$ faster to deploy network resources

- **DEVELOPMENT:**
  - $32\%$ higher development team productivity
  - $41\%$ faster to provision development resources

- **CUSTOMER QUOTE:**
  - “Red Hat Ansible provides proactive scripts that auto heal and alert before severe incidents occur. We’ve reduced outages time by 70%.”
  - “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.”
  - “With Red Hat Ansible, we enhance business agility because we can respond to changing business requirements.”

**IT OPERATIONAL EFFICIENCIES, TELECOM SERVICE PROVIDERS**

- **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.”

- **KEY RESULTS**
  - $14.81$ million average annual benefits per organization
  - $668\%$ three-year return of investment
  - $8$ months to payback

- **DEVELOPMENT:**
  - $36\%$ increase in change and configuration team efficiencies
  - $50\%$ increase in network management team efficiencies
  - $37\%$ increase in cloud management team efficiencies

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