

# 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."*