

Topics

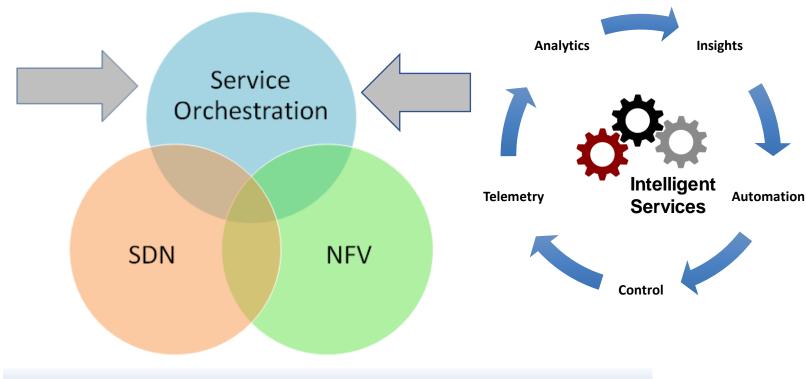
- ACG Research Networking Framework
- Adaptive Network Automation Primary Research
- The Impact of Open Source Technologies on the CSP Ecosystem



ACG Research Reference Framework



Service orchestration identifies end-to-end physical & virtual resource needs; NFV instantiates the virtual elements; SDN controls them



Application of analytics, machine learning & artificial intelligence to make better, faster & more informed decisions



Adaptive Network Automation Research Ciena Press Release



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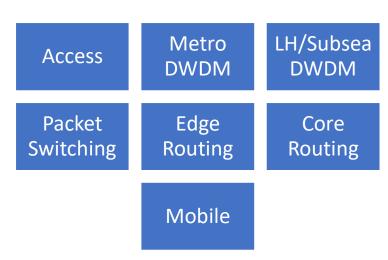
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FOR IMMEDIATE RELEASE

75 Percent of Network Providers Expect Significant or Full Network Automation Within Five Years

Research reveals top trends, opportunities, and challenges in achieving more adaptive networks

HANOVER, Md. — April 24, 2018 — Organizations across the globe are transforming their networks with intelligent automation, programmable optics and advanced analytics capabilities to be able to adapt and respond dynamically to changing market demands. Understanding the critical role automation plays in responding to future business and market changes, Ciena (NYSE: CIEN) sponsored an independent research report by ACG Research to highlight the current state of adaptive networking and further explore service provider motivations and implementations as they transform their networks to meet customer demands.

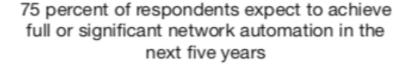


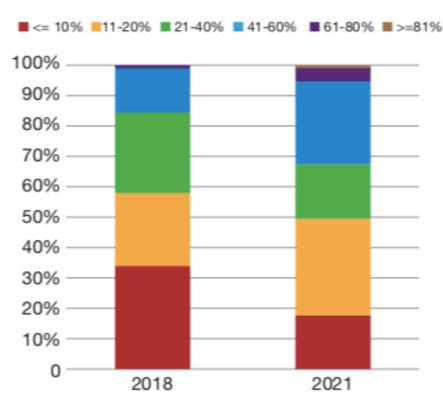


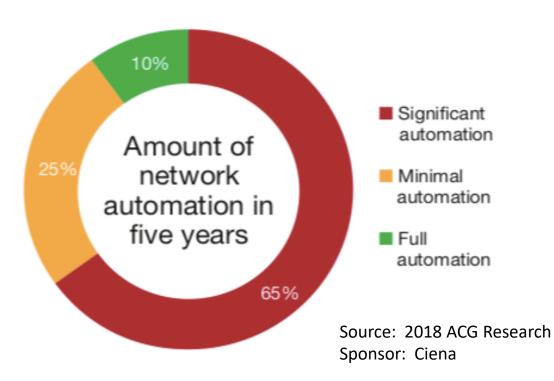
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Automation Investment & Execution Network Providers Expect Increases

Automation investments are expected to grow by ~30 percent between now and 2021 Automation Capex









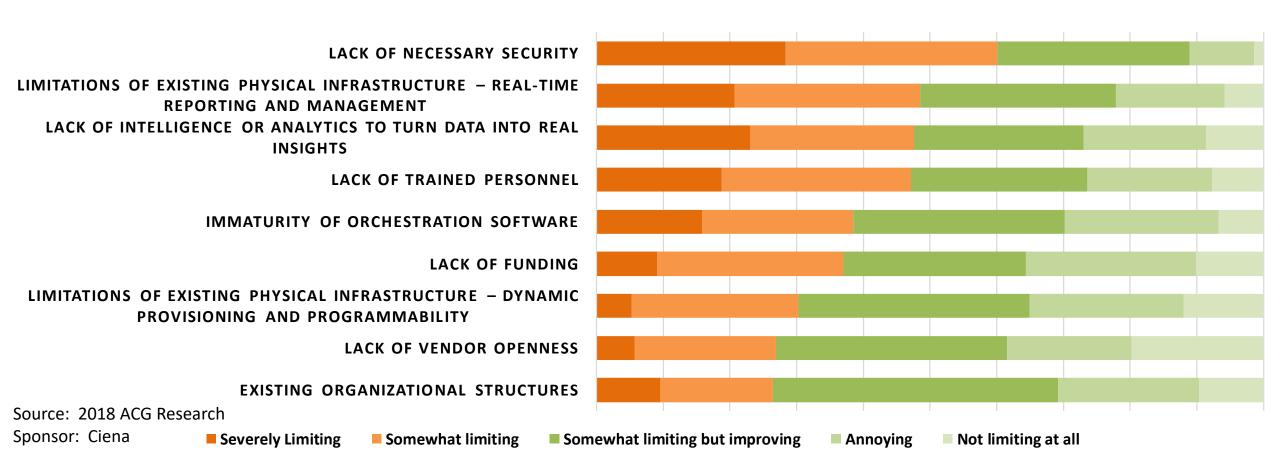
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Network Providers' Motivations for Adaptive Network Automation Faster Service Delivery, Happier Customers, New Services, Agility

FASTER SERVICE DELIVERY AND TIME TO REVENUE IMPROVED CUSTOMER SAT. & NET PROMOTER SCORES **FASTER AND MORE FREQUENT NEW SERVICES** MORE AGILE BUSINESS OPERATIONS REDUCED OPERATIONAL COSTS FASTER TROUBLESHOOT, RCA AND SERVICE RESTORATION IMPROVE VISIBILITY AND PROACTIVE SVC. INTELLIGENCE CAPITAL EXPENSE REDUCTION Source: 2018 ACG Research Sponsor: Ciena ■ RANK 1 ■ RANK 2 ■ RANK 3 ■ RANK 4 ■ RANK 5 ■ RANK 6 ■ RANK 7

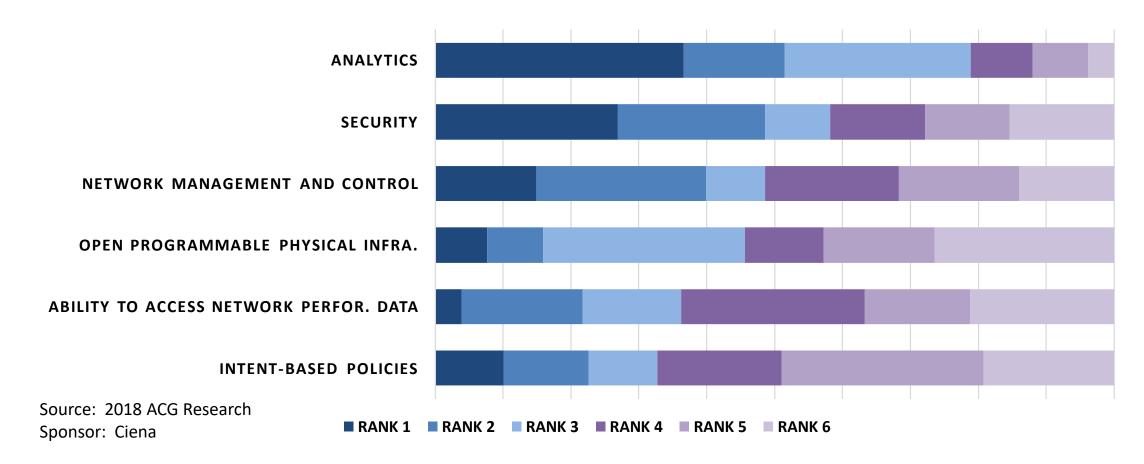


Top Items Limiting Progress in Adaptive Network Automation Security, Real-time Reporting, Analytics/Intelligence, Trained Personnel





Key Components to Increase Adaptive Network Automation Analytics/Intelligence, Security, Network Management and Control





Open Source Research Project Extensive Interviews with SP and Vendor Leaders

"Succeeding on an Open Field: The Impact of Open Source Technologies on the Communication Service Provider Ecosystem"

- Communication Service Providers
- Diversified Portfolio Companies
- Open Source Portfolio Companies

ACG Blog: click here

Orchestration

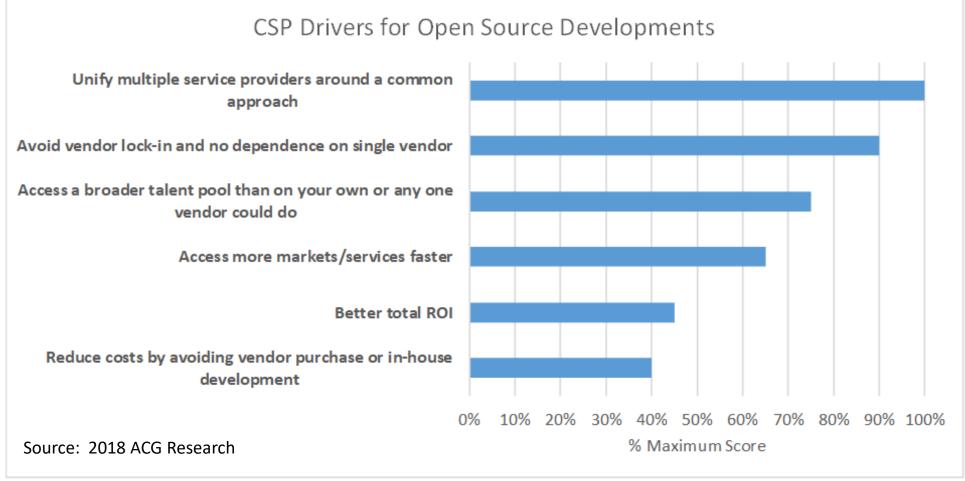
SDN Control

Packet Transport Infrastructure

Linux Foundation Blog and paper download: click here



Open Source Research Project CSP Motivations for Open Source Adoption





Open Source Research Project: How Do CSPs See Open Source Impacting Their Operations?

Vendors	Still Rely on Vendors	OS Spreads Investment	Separate HW & SW Buys	Shared Risk w. Vendors	Use Vendor Pro-Svcs.		
CSP Open Source Attitudes							
Development	Enables Experimentation	Increases # CSP Engineer	s Moves toward Dev/OF	S Initial SW Maturity	Requires More Test		
CSP Open Source Attitudes					•		
Financial Impacts	Lowers CAPEX Eventually	Lower Budgets Eventually	Changes CSP Revenue	Higher Margins	Higher ROI for IP		
CSP Open Source Attitudes	•	•	0		•		

Competitiveness	Enhances Competitiveness	CSP Engineers Like	Customers Like
CSP Open Source Attitudes			

Source: 2018 ACG Research



Agenda Next

11:30–11:40: CSPs' top ZSM focus areas: Oliver Cantor (Verizon) and Klaus Martiny (DT) 2 slides / 5 minutes each

11:40–12:25: CSP & Vendor Panel: the journey toward zero-touch network and service management

12:25–12:30: Wrap-up and Closing Comments
Nurit Sprecher (ETSI ISG ZSM Vice-Chair / Nokia)



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