

The Future is Fiber.

How service providers are approaching fiber and the challenges they face in scaling service introductions

Global service providers are embracing next-generation, all-IP services to meet customer demand, and as a result, are continuing to invest in fiber to boost network performance and deliver the next generation gigabit experience to their customers. Incognito partnered with Heavy Reading in Fall 2018, to survey fixed-line broadband providers about their fiber buildout, what services they plan to offer, and the challenges they face in scaling service introductions.

This infographic outlines the results of the survey and highlights the key hurdles service providers face as they transition into the era of fiber, and how Incognito can help.

The Fiber Business Imperative

Fiber is central to business and operational goals

90%+ cite adding more fiber as a business priority

CSPs are taking wide-scale approach to fiber deployment

49%+ are replacing / overbuilding using brownfield approach

23% are deploying fiber in greenfield situations, and **17%** are capping legacy networks to deliver services over fiber

New services, improved network performance and CEX are key fiber motivators

Gigabit broadband, IP video streaming, mobile backhaul, 4K/8K video business services top the list for new fiber-based services offerings

Impact of Fiber on Operational Infrastructure

OSS strategy for fiber deployment

48% will retrofit existing OSS to handle fiber services

31% will replace the OSS, **21%** will introduce a new fiber-specific stack

DOCSIS devices will be leveraged broadly by MSOs, while TR-069 devices are gaining ground

53% will use DOCSIS, while **41%** will use TR-069

Split on technologies to manage device provisioning

40% will use DPOX

while **30%** will use RPOG as many operators retrofit the existing OSS

Automation to bring massive change to network operations

50%+ cite **diagnostics, service fulfillment** and **device discovery** as top processes to automate in the next 12-24 months

Challenges in Scaling Fiber Services

50%+

cite existing OSS as a significant barrier to scaling new fiber-based services

Business and operational systems to be most impacted by fiber

57% said **service configuration/activation** will be most impacted

48% cited billing; **47%** said order management

Top challenges for delivering fiber-based services

Upgrading network platforms (DHCP, DNS, IPAM) to support fiber and **integrating new fiber customers onto legacy OSS** are the biggest hurdles operators face

Top service activation and management challenges for fiber

1 Upgrading cable customers to fiber

2 Integrating fiber customers onto legacy OSS systems

3 Making billing and ordering process changes to align with IT

What's Needed

When it comes to accelerating fiber-based service introductions, Incognito has the solution and the expertise to address the scaling challenges faced by fixed line providers.

Retrofit OSS or new stack OSS? The choice is yours. The Incognito Fiber Service Orchestration Solution is a turnkey software platform designed to accelerate the transition next-generation IP services over fiber.

- Pre-integrated fiber services orchestration stack features automated order management, service activation, provisioning, firmware management, diagnostics to reduce operational costs;
- Modular architecture supports xPON deployments or models that leverage existing DOCSIS provisioning with DPOX, RFoG;
- Offers unique fiber domain orchestration layer to support retrofit or new OSS stack approaches and improve time to market;
- Turnkey solution offers rapid deployment in weeks.
 - And diagnostics to give your customers a great in-home broadband experience.

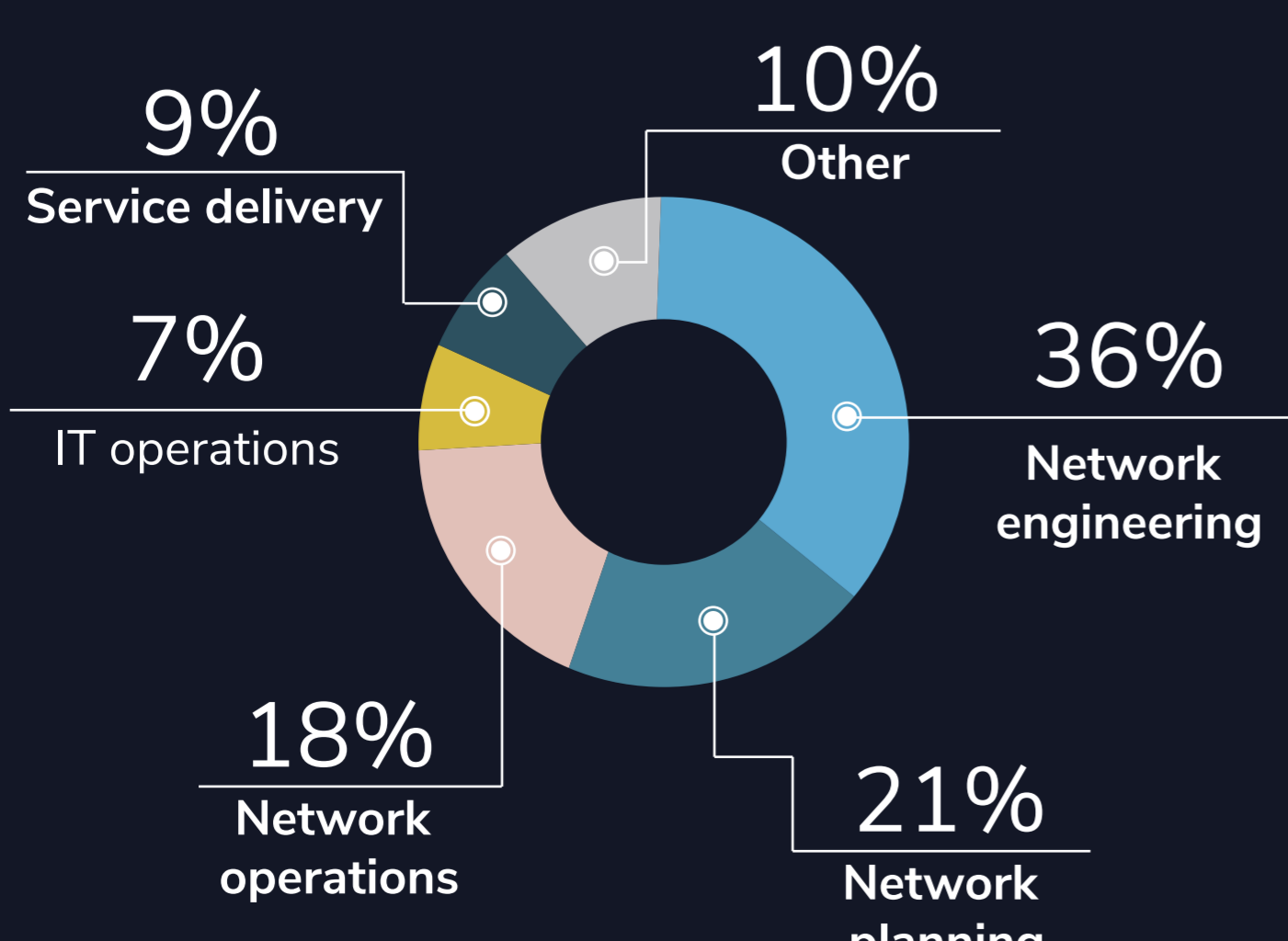
Discover how Incognito is innovating next-generation IP services over fiber

About the Survey

This on-line survey of cable and fixed-line service providers was conducted by Heavy Reading, in partnership with Incognito Software, during Fall 2018, and generated 145 qualified responses from executives primarily responsible for network engineering, network planning and network operations.



What is the focus of your job responsibilities related to fiber deployment or fiber-based services?



Respondents by Geography

