

Global Digital BSS (Business Support Systems) Market Size study & Forecast, by Offering (Solution, Services) By Solution (Revenue and Billing Management, Customer Management, Order Management, Product Management, Others) By Vertical (BFSI, IT and ITES, Telecom, Retail and E-commerce, Media and Entertainment, Manufacturing, Energy and Utilities, Others) and Regional Analysis, 2023-2030

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Abstracts

Global Digital BSS (Business Support Systems) Market is valued approximately at USD 4.97billion in 2022 and is anticipated to grow with a healthy growth rate of more than 16.6% over the forecast period 2023-2030. Digital Business Support Systems (BSS) refer to the set of processes, software, and platforms that enable telecommunication service providers to manage their business operations and customer interactions in the digital age. The Digital BSS market is expanding because of factors such as increasing number of online transactions and growing number of mobile devices. BSS is a crucial component for communication service providers as it facilitates the management of various business functions, including customer relationship management (CRM), billing, order management, and revenue assurance. As a result, the demand of Digital BSS has progressively increased in the global market during the forecast period 2023-2030.

Businesses engaging in online transactions often have a global reach. Digital BSS should be designed to support international operations, accommodating diverse currencies, languages, and regulatory frameworks. According to the Statista, global transaction value in the Digital Payments accounts USD 9.45 trillion in 2023 and

projected to reach up to USD 14.78 trillion by 2027. Furthermore, the dynamic nature of the digital landscape requires Digital BSS to have an agile and flexible architecture. This allows for quick adaptation to changing business requirements, new services, and evolving customer needs. Another important factor driving the Digital BSS market is increasing number of mobile devices. The rise of mobile devices has led to increased reliance on mobile payments. Digital BSS should integrate seamlessly with mobile payment systems, supporting various payment methods and ensuring secure and convenient transactions. In addition, as per Statista, the number of mobile subscribers globally was 7.26 billion in 2022 and is projected to reach up to 7.49 billion by 2025. Moreover, rising demand for enhanced customer experience and growing number of online business platforms is anticipated to create a lucrative growth opportunity for the market over the forecast period. However, lack of expertise in telecom companies to implement digital BSS solutions and high cost of Digital BSS is going to impede overall market growth throughout the forecast period of 2023-2030.

The key regions considered for the Global Digital BSS Market study includes Asia Pacific, North America, Europe, Latin America, and Middle East & Africa. North America dominated the market in 2022 with largest market share owing to the robust digital infrastructure including high-speed internet connectivity, and presence of key market players in the region. The region's dominant performance is anticipated to propel the overall demand of Digital BSS. Furthermore, Asia Pacific is expected to be the fastest growing region during the forecast period, owing to factors such as digitalization and growing adoption of cloud in the region.

Major market player included in this report are:

Amdocs Limited

Huawei Technologies Co. Ltd

LM Ericsson Telephone Company

CSG Systems International, Inc

Nokia Corporation

International Business Machines Corporation

ZTE Corporation

Optiva Inc

Cerillion Technologies Limited

Accenture plc

Recent Developments in the Market:

In September 2021, Amdocs, a prominent provider of software and services to communications and media organisations, said that it has been chosen by Orange to offer the business support systems for Europe's first 5G Stand Alone (SA) experimental cloud network, which was inaugurated in Lannion, France, in July. The automated and cloud-native data- and AI-driven software-enabled network is a two-year project that seeks to reach several hundred users by the end of 2021. The network employs Open RAN technology and serve as the blueprint for Orange's next generation of more efficient and flexible networks that rely on AI and data. The Amdocs system, which runs on Amazon Web Services (AWS), to be integrated in a hybrid-cloud way into Orange's multi-vendor 5G network.

Global Digital BSS Market Report Scope:

Historical Data – 2020 - 2021

Base Year for Estimation – 2022

Forecast period - 2023-2030

Report Coverage - Revenue forecast, Company Ranking, Competitive Landscape, Growth factors, and Trends

Segments Covered - Offering, Solution, Vertical, Region

Regional Scope - North America; Europe; Asia Pacific; Latin America; Middle East & Africa

Customization Scope - Free report customization (equivalent up to 8 analyst's

working hours) with purchase. Addition or alteration to country, regional & segment scope*

The objective of the study is to define market sizes of different segments & countries in recent years and to forecast the values to the coming years. The report is designed to incorporate both qualitative and quantitative aspects of the industry within countries involved in the study.

The report also caters detailed information about the crucial aspects such as driving factors & challenges which will define the future growth of the market. Additionally, it also incorporates potential opportunities in micro markets for stakeholders to invest along with the detailed analysis of competitive landscape and product offerings of key players. The detailed segments and sub-segment of the market are explained below:

By Offering

Solution

Services

By Solution

Revenue and Billing Management

Customer Management

Order Management

Product Management

Others

By Vertical

BFSI

IT and ITES

Telecom

Retail and E-commerce

Media and Entertainment

Manufacturing

Energy and Utilities

Others

By Region:

North America

U.S.

Canada

Europe

UK

Germany

France

Spain

Italy

ROE

Asia Pacific

China

India

Japan

Australia

South Korea

RoAPAC

Latin America

Brazil

Mexico

Middle East & Africa

Saudi Arabia

South Africa

Rest of Middle East & Africa

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