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Service Fulfillment Market by Software (Service Order Management, Inventory Management, Network Management, Activation and Provisioning), by Service, by Deployment Type (Hosted, and On-Premises), & by Region - Global Forecast & Analysis to 2019

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Abstracts

Communication is the process to facilitate the sender and receiver to exchange their ideas over a medium. The medium referred here is the communication channel offered by Communication Service Providers (CSPs). With the growing number of subscribers, the channel is also burdened with congestion, fall out of services ordered by customers which in turn brings down the efficiency and revenue for the telecom providers. This problem though as simple as it may sound, is the biggest challenge faced by enterprises and telecom operators, to which they not only lose their potential businesses but also their loyal subscriber base. In this chaos, service fulfillment could emerge as a savior, which analyzes data related to parameters such as customer, network, market, price and service for insights in order to boost operational efficiency, and improve customer experience.

The overall Service fulfillment market in this report has been defined as the sum of revenues generated by the service fulfillment software along with various hardware and services provided by the vendors to enterprises and telecom operators.

North America, and Europe have the highest adoption of service fulfillment in the telecom ecosystem, and regions such as APAC, Middle East and Africa along with Latin America offers a lot of opportunities for the vendors where majority of the countries are yet to expansively adopt service fulfillment.

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In order to cope up with the reduced per user revenue growth pertaining to the increasing churn and fraud along with the ever growing network congestion, service fulfillment is one of the best solutions that mobile operators and enterprises have to rely on. Telecom operators can retain their existing customers and increase their revenues or can at least preserve their existing revenues by introducing service fulfillment into their existing business model. Service fulfillment will enable them to increase revenue by increasing network efficiency by improving optimization of resources which in turn will result in reduced operational costs.

There are various assumptions that have been taken into consideration for the market sizing and forecasting exercise. A few of the global assumptions include political, social, economic, and technological factors. For instance, exchange rates are some of the factors which are expected to have an impact on this market. Therefore, the dollar fluctuations are expected to not seriously affect the forecasts in the emerging Asia-Pacific regions.

This report will help the service fulfillment vendors in the following ways:

1. This report segments the overall service fulfillment market on the basis of the revenues generated by service fulfillment software vendors, hardware vendors and service providers. The report provides the closest approximations of the revenue numbers for the overall market and the sub-segments. The market numbers are further split into regions.
2. The report will help service fulfillment vendors to better understand the competitors and gain more insights for better positioning of business. There is a separate section on competitive landscape, which includes mergers and acquisitions, and venture capital funding. This report also covers company profiles of major players in this market.
3. The report will help suppliers understand the pulse of the market and provide information on key market drivers, restraints, and opportunities.

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About

The definition of the service fulfillment is as follows “Service fulfillment solutions are a complex set of tools that help in streamlining various functions of CSPs and enterprises in order to decrease time to market implementation, optimize cost, and increase automation technology systems.”

The market covered in the report is limited to the software solutions in service fulfillment.

The market does not cover the hardware systems and components of service fulfillment solutions.

Almost all the major service fulfillment vendors have products in the form of individual software as well as products delivered in the form of suite. The revenues from all the major software are depicted by the addition of revenues. Suite revenues are divided into appropriate proportions across all major software and all the numbers shown in tables represent consolidated revenues without any overlaps.

Emphasis is given on the current trends while forecasting the market proportions for various segments along with the industry experts insights.

2013 has been taken as the base year in the entire report.

All the currency values in the entire report are depicted in $ U.S.

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