

# **Telecom It Services Market Outlook 2025-2034: Market Share, and Growth Analysis By Solution (CRM, Mobile Commerce, Enterprise Mobility, Network Management, Supply chain Management, OSS BSS, Other Solutions), By Deployment Type (Cloud-Based, On-Premise, Hybrid), By Organization Size, By Application**

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## **Abstracts**

The Telecom It Services Market is valued at USD 1.3 trillion in 2025 and is projected to grow at a CAGR of 12.8% to reach USD 3.8 trillion by 2034. The Telecom IT Services Market is a pivotal segment within the telecommunications industry, enabling operators to deliver efficient, scalable, and secure services by leveraging advanced IT systems and technologies. These services encompass application development, systems integration, cloud migration, network management, OSS/BSS modernization, cybersecurity, and managed services tailored for telecom environments. As the telecom sector evolves into a digital-first ecosystem, IT services have become critical for automating processes, personalizing customer experiences, optimizing networks, and launching innovative offerings such as IoT, 5G, and edge computing solutions. With growing pressure to reduce operational costs and adapt to fast-changing market demands, telecom providers are increasingly outsourcing and co-developing IT strategies with global service providers like IBM, Infosys, TCS, Accenture, and HCL Technologies. This dynamic market continues to expand as telcos prioritize agility, efficiency, and resilience to stay competitive in a rapidly transforming digital landscape. The Telecom IT Services Market experienced accelerated adoption across multiple fronts as service providers intensified their digital transformation efforts. One of the most notable developments was the shift to cloud-native platforms for BSS/OSS operations, enabling real-time billing, agile service provisioning, and enhanced customer

engagement. Telecoms also invested in AI and automation to improve customer support operations, predictive maintenance, and network optimization. System integrators played a key role in deploying service orchestration layers that allowed operators to launch new digital products quickly. Cybersecurity services witnessed heightened demand due to an increase in cyber threats targeting telecom networks and customer data. Furthermore, with the rollout of standalone 5G, IT service providers supported telecoms in virtualizing their network cores and managing containerized functions. Strategic partnerships between telecoms and IT vendors became more outcome-oriented, focusing on measurable KPIs such as time-to-market, service uptime, and customer satisfaction scores. These developments positioned IT services as a vital enabler of telecom modernization. The Telecom IT Services Market is expected to evolve rapidly as operators adopt fully autonomous networks, deploy AI-driven service operations, and explore the monetization potential of 5G and IoT ecosystems. With increasing emphasis on software-defined infrastructure, IT services will be central to orchestrating network slices, managing cloud-native microservices, and enabling open digital architecture. Telecoms will likely expand investment in IT platforms that offer real-time insights into customer behavior, network performance, and service quality to create hyper-personalized user experiences. Edge computing and private 5G networks will require specialized IT services for deployment, integration, and lifecycle management. Meanwhile, sustainability and ESG goals will drive demand for IT frameworks that help telecoms monitor and reduce their environmental footprint. The market will also see rising interest in low-code/no-code solutions, allowing telecom operators to innovate quickly without deep technical dependencies. Amidst growing complexity, service providers will be expected to deliver integrated, secure, and scalable IT solutions that enable telecoms to transform into agile digital service providers.

## Key Insights Telecom It Services Market

AI-driven automation is becoming foundational across telecom IT services, supporting use cases like proactive network management, virtual agent-based customer service, and intelligent workflow automation to enhance operational efficiency.

Cloud-native transformation of OSS/BSS is gaining traction, enabling telecoms to adopt modular, scalable architectures that support faster rollout of new services and seamless customer experience across digital channels.

Agile and DevOps methodologies are being increasingly adopted by telecom IT

teams to accelerate software development cycles, ensure continuous delivery, and respond rapidly to evolving business and market needs.

Integration of digital twins into network operations and customer journey mapping is emerging, allowing telecoms to simulate and optimize real-time scenarios before full-scale deployment or policy changes.

Demand for edge computing IT services is rising as telecoms deploy localized infrastructure to support latency-sensitive applications, requiring customized integration, security, and performance management services.

The ongoing shift toward digital-first business models is driving demand for IT services that support omnichannel engagement, self-service platforms, and real-time personalization across telecom customer journeys.

Widespread 5G deployments are necessitating IT services for core network virtualization, slicing orchestration, and deployment of software-defined, cloud-native infrastructure tailored to complex telecom environments.

Increased regulatory compliance and data protection requirements are compelling telecoms to invest in secure, auditable, and policy-driven IT service frameworks that ensure transparency and accountability.

Rising operational complexity and need for cost optimization are pushing telecom providers to outsource IT services that bring in automation, AI-based monitoring, and efficient resource management.

One major challenge is the integration of legacy telecom systems with modern cloud-native platforms, which often leads to architectural conflicts, data silos, and extended transition timelines that hinder full digital transformation.

## Telecom It Services Market Segmentation

### By Solution

CRM

Mobile Commerce

Enterprise Mobility

Network Management

Supply chain Management

OSS BSS

Other Solutions

#### By Deployment Type

Cloud-Based

On-Premise

Hybrid

#### By Organization Size

Small And Medium-Sized Businesses (SMBs)

Large Enterprises

#### By Application

Commercial

Residential

#### Key Companies Analysed

IBM Corporation

Accenture plc

Tata Consultancy Services (TCS)

Infosys Limited

Wipro Limited

Tech Mahindra Limited

Capgemini SE

Cognizant Technology Solutions

HCLTech

DXC Technology Company

## Telecom It Services Market Analytics

The report employs rigorous tools, including Porter's Five Forces, value chain mapping, and scenario-based modeling, to assess supply–demand dynamics. Cross-sector influences from parent, derived, and substitute markets are evaluated to identify risks and opportunities. Trade and pricing analytics provide an up-to-date view of international flows, including leading exporters, importers, and regional price trends.

Macroeconomic indicators, policy frameworks such as carbon pricing and energy security strategies, and evolving consumer behavior are considered in forecasting scenarios. Recent deal flows, partnerships, and technology innovations are incorporated to assess their impact on future market performance.

## Telecom It Services Market Competitive Intelligence

The competitive landscape is mapped through OG Analysis' proprietary frameworks, profiling leading companies with details on business models, product portfolios, financial performance, and strategic initiatives. Key developments such as mergers & acquisitions, technology collaborations, investment inflows, and regional expansions are analyzed for their competitive impact. The report also identifies emerging players and

innovative startups contributing to market disruption.

Regional insights highlight the most promising investment destinations, regulatory landscapes, and evolving partnerships across energy and industrial corridors.

## Countries Covered

North America — Telecom It Services market data and outlook to 2034

United States

Canada

Mexico

Europe — Telecom It Services market data and outlook to 2034

Germany

United Kingdom

France

Italy

Spain

BeNeLux

Russia

Sweden

Asia-Pacific — Telecom It Services market data and outlook to 2034

China

Japan

India

South Korea

Australia

Indonesia

Malaysia

Vietnam

Middle East and Africa — Telecom It Services market data and outlook to 2034

Saudi Arabia

South Africa

Iran

UAE

Egypt

South and Central America — Telecom It Services market data and outlook to 2034

Brazil

Argentina

Chile

Peru

*\* We can include data and analysis of additional countries on demand.*

Research Methodology

*Telecom It Services Market Outlook 2025-2034: Market Share, and Growth Analysis By Solution (CRM, Mobile Comme...*

This study combines primary inputs from industry experts across the Telecom It Services value chain with secondary data from associations, government publications, trade databases, and company disclosures. Proprietary modeling techniques, including data triangulation, statistical correlation, and scenario planning, are applied to deliver reliable market sizing and forecasting.

### Key Questions Addressed

What is the current and forecast market size of the Telecom It Services industry at global, regional, and country levels?

Which types, applications, and technologies present the highest growth potential?

How are supply chains adapting to geopolitical and economic shocks?

What role do policy frameworks, trade flows, and sustainability targets play in shaping demand?

Who are the leading players, and how are their strategies evolving in the face of global uncertainty?

Which regional “hotspots” and customer segments will outpace the market, and what go-to-market and partnership models best support entry and expansion?

Where are the most investable opportunities—across technology roadmaps, sustainability-linked innovation, and M&A—and what is the best segment to invest over the next 3–5 years?

### Your Key Takeaways from the Telecom It Services Market Report

Global Telecom It Services market size and growth projections (CAGR), 2024-2034

Impact of Russia-Ukraine, Israel-Palestine, and Hamas conflicts on Telecom It Services trade, costs, and supply chains

Telecom It Services market size, share, and outlook across 5 regions and 27 countries, 2023-2034

Telecom It Services market size, CAGR, and market share of key products, applications, and end-user verticals, 2023-2034

Short- and long-term Telecom It Services market trends, drivers, restraints, and opportunities

Porter's Five Forces analysis, technological developments, and Telecom It Services supply chain analysis

Telecom It Services trade analysis, Telecom It Services market price analysis, and Telecom It Services supply/demand dynamics

Profiles of 5 leading companies—overview, key strategies, financials, and products

Latest Telecom It Services market news and developments

## Additional Support

With the purchase of this report, you will receive

An updated PDF report and an MS Excel data workbook containing all market tables and figures for easy analysis.

7-day post-sale analyst support for clarifications and in-scope supplementary data, ensuring the deliverable aligns precisely with your requirements.

Complimentary report update to incorporate the latest available data and the impact of recent market developments.

*\* The updated report will be delivered within 3 working days*

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