

Telecom-as-a-Service (TaaS) Market Forecasts to 2032 – Global Analysis By Component (Solutions and Services), Deployment Mode, Enterprise Size, Application, End User and By Geography

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Abstracts

According to Statistics MRC, the Global Telecom-as-a-Service (TaaS) Market is accounted for \$4.85 billion in 2025 and is expected to reach \$12.61 billion by 2032 growing at a CAGR of 14.6% during the forecast period. Telecom-as-a-Service (TaaS) offers a cloud-delivered approach to managing telecom functions, allowing firms to access communication tools and network services without heavy infrastructure investments. Through virtualized systems, programmable interfaces, and elastic cloud resources, TaaS streamlines network operations and improves adaptability. Companies can scale services on demand, strengthen security, and integrate advanced technologies including 5G connectivity, IoT support, and AI-driven automation. This service model reduces financial burdens while enhancing performance consistency and operational speed. As organizations move toward more flexible, software-centric architectures, TaaS has become a preferred strategy for modernizing communication ecosystems and driving broader digital transformation efforts.

According to the Department of Telecommunications (Government of India), data shows that India had 1,172.44 million telecom subscribers as of March 2024, with a tele-density of 83.2%. The sector contributed 6.2% to India's Gross Value Added (GVA), underscoring its role as a backbone for digital services.

Market Dynamics:

Driver:

Rising demand for cost efficiency

Cost optimization has become a major force propelling the Telecom-as-a-Service market, as businesses increasingly prefer service-based telecom models over costly, hardware-driven infrastructure. TaaS helps organizations avoid high capital spending by offering cloud-delivered, subscription-oriented communication services that significantly cut operational and maintenance costs. With adaptable pricing structures and on-demand scalability, enterprises can manage telecom resources more efficiently while minimizing financial risks. This approach enables companies to modernize communication systems without large investments, enhancing budget flexibility and strategic planning. Under growing economic constraints, the appeal of cost-effective telecom solutions continues to strengthen, positioning TaaS as a key enabler of financial and operational streamlining.

Restraint:

Concerns over data security and privacy

Security and privacy risks continue to act as major barriers to the growth of the Telecom-as-a-Service market, as many enterprises remain wary of migrating communication systems to cloud platforms. TaaS involves managing confidential data, which heightens vulnerability to hacking, unauthorized entry, and compliance violations. Highly regulated sectors—including healthcare, banking, and public administration—are particularly cautious about third-party involvement in telecom operations. Limited transparency and reduced direct control over cloud infrastructure amplify hesitation among businesses. Even though service providers offer strong protective measures, concerns about potential breaches and data exposure persist, thereby slowing adoption and limiting the willingness of organizations to fully embrace TaaS.

Opportunity:

Growing adoption of IoT and smart technologies

The widespread use of Internet of Things technologies and smart solutions opens major opportunities for Telecom-as-a-Service providers. Businesses deploying sensors, automated equipment, and connected platforms need telecom frameworks that scale efficiently and manage high volumes of device traffic. TaaS offers cloud-driven control, programmable connectivity, and streamlined service automation, enabling smooth IoT ecosystem operations. It also supports real-time data handling and large-scale

integration without requiring extensive infrastructure upgrades. As sectors such as smart manufacturing, smart transportation, and smart urban systems accelerate adoption, TaaS becomes increasingly valuable for delivering cost-efficient, flexible, and reliable communication services tailored for complex connected environments.

Threat:

Increasing cyber security risks and advanced threat attacks

The Telecom-as-a-Service market faces significant threats from rising cybersecurity challenges and increasingly advanced digital attacks. Cloud-delivered telecom environments are more vulnerable to hacking attempts, API exploits, data theft, and service disruptions. Cybercriminals continually develop new techniques, putting pressure on TaaS providers to maintain strict security measures. Industries with sensitive data remain cautious because breaches or ransomware attacks can severely impact operations and compliance. Even with strong protective systems, evolving threats create ongoing uncertainty and raise concerns about reliability. These persistent vulnerabilities may hinder broader market adoption and weaken confidence in relying on third-party telecom services.

Covid-19 Impact:

The COVID-19 outbreak played a major role in boosting demand for Telecom-as-a-Service, as companies needed adaptable telecom solutions to sustain remote operations. Rising use of video conferencing, cloud applications, and digital workflows pushed enterprises to adopt TaaS for dependable, easily scalable communication capabilities. Traditional telecom infrastructures struggled to support rapid changes, leading many organizations to shift toward service-based models offering lower maintenance and faster deployment. The pandemic also accelerated interest in virtualized networks, automation tools, and cloud-managed services to maintain business resilience. As a result, COVID-19 became a key driver of TaaS adoption, solidifying its importance in modern enterprise communication strategies.

The public cloud segment is expected to be the largest during the forecast period

The public cloud segment is expected to account for the largest market share during the forecast period because it provides highly flexible, economical, and fast-to-deploy telecom solutions that suit diverse enterprise requirements. Organizations increasingly choose public cloud-based TaaS for its ability to deliver on-demand scalability,

simplified management, and strong support for remote and multi-location operations. It also offers smooth compatibility with emerging technologies such as network automation, AI-enabled orchestration, and virtualized communication functions. This approach helps companies reduce reliance on physical infrastructure while maintaining reliable connectivity and real-time access to services. With digitalization becoming essential across industries, public cloud solutions continue to dominate as the preferred foundation for TaaS deployments.

The cloud collaboration segment is expected to have the highest CAGR during the forecast period

Over the forecast period, the cloud collaboration segment is predicted to witness the highest growth rate as enterprises intensify their use of digital teamwork tools and cloud-enabled communication platforms. With remote and hybrid work becoming standard, organizations rely on cloud collaboration solutions for integrated messaging, virtual meetings, synchronized document sharing, and streamlined workflow management. This segment expands rapidly due to increased adoption of AI-supported features, automation, and virtualized communication functions that allow employees to stay connected from any location. The ability to scale easily, reduce infrastructure dependency, and enhance global productivity drives strong demand, positioning cloud collaboration as the most rapidly advancing segment within TaaS.

Region with largest share:

During the forecast period, the North America region is expected to hold the largest market share, owing to its mature telecom landscape, early cloud technology use, and a concentration of leading telecom operators and cloud companies. The region's strength in virtualization, 5G rollout, and digital modernization enables businesses to adopt flexible, scalable telecom-as-a-service offerings. Substantial investments in innovation and deep collaboration between cloud providers and telecom carriers reinforce its leadership. Additionally, favorable regulatory frameworks that encourage open architectures, automation, and data governance accelerate uptake. This combination of infrastructure, investment, and regulation gives North America a commanding position in the global TaaS market.

Region with highest CAGR:

Over the forecast period, the Asia Pacific region is anticipated to exhibit the highest CAGR due to its rapid modernization of telecom networks, accelerating 5G expansion,

and strong shift toward cloud-driven communication services. Nations including India, China, Japan, and South Korea are embracing virtualized telecom models and advanced enterprise connectivity solutions. The region's booming small and medium business ecosystem, rising digital workforce, and increasing preference for flexible, on-demand telecom services fuel market expansion. Supportive government digitalization programs, coupled with growing adoption of IoT, edge solutions, and smart technologies, strengthen its growth outlook. As a result, Asia Pacific emerges as the region with the highest TaaS growth rate.

Key players in the market

Some of the key players in Telecom-as-a-Service (TaaS) Market include Cisco, AWS, Microsoft, Ericsson, Nokia, Huawei, VMware, Juniper Networks, OXIO, Mavenir, Tata Communications, BT, ZTE, Airspan Networks and JMA Wireless.

Key Developments:

In November 2025, Amazon Web Services (AWS) and OpenAI announced a multi-year, strategic partnership that provides AWS's world-class infrastructure to run and scale OpenAI's core artificial intelligence (AI) workloads starting immediately. Under this new \$38 billion agreement, which will have continued growth over the next seven years, OpenAI is accessing AWS compute comprising hundreds of thousands of state-of-the-art NVIDIA GPUs, with the ability to expand to tens of millions of CPUs to rapidly scale agentic workloads.

In November 2025, Microsoft has struck a \$9.7 billion deal with data-center operator IREN that includes access to Nvidia's advanced chips, aiming to ease the computing crunch that has kept the tech giant from fully cashing in on the artificial intelligence boom. The news sent shares of IREN up as much as 24.7% to a record high, with the stock last up nearly 10%.

In October 2025, Ericsson and e& UAE Sign Multi-Year Deal to Modernize 5G Core Network. The agreement, made at GITEX GLOBAL 2025, encompasses the modernization of core network applications from Ericsson's dual-mode 5G Core solution, such as the Unified Data Management (UDM), IP Multimedia Subsystem (IMS), User Data Consolidation (UDC) and Ericsson Secure Entitlement Server (SES) on e& UAE's network, running on a combination of Ericsson Cloud Native Infrastructure Solution and e&'s own cloud.

Components Covered:

Solutions

Services

Deployment Modes Covered:

Public Cloud

Private Cloud

Hybrid Cloud

Enterprise Sizes Covered:

Small & Medium Enterprises (SMEs)

Large Enterprises

Applications Covered:

Network Management

Billing & Provisioning

Customer Relationship Management (CRM)

Unified Communications

Cloud Collaboration

Mobility & Device Management

End Users Covered:

Telecom Operators

Enterprises

Other End Users

Regions Covered:

North America

US

Canada

Mexico

Europe

Germany

UK

Italy

France

Spain

Rest of Europe

Asia Pacific

Japan

China

India

Australia

New Zealand

South Korea

Rest of Asia Pacific

South America

Argentina

Brazil

Chile

Rest of South America

Middle East & Africa

Saudi Arabia

UAE

Qatar

South Africa

Rest of Middle East & Africa

What our report offers:

- Market share assessments for the regional and country-level segments
- Strategic recommendations for the new entrants
- Covers Market data for the years 2024, 2025, 2026, 2028, and 2032
- Market Trends (Drivers, Constraints, Opportunities, Threats, Challenges, Investment Opportunities, and recommendations)
- Strategic recommendations in key business segments based on the market estimations

- Competitive landscaping mapping the key common trends
- Company profiling with detailed strategies, financials, and recent developments
- Supply chain trends mapping the latest technological advancements

Free Customization Offerings:

All the customers of this report will be entitled to receive one of the following free customization options:

Company Profiling

Comprehensive profiling of additional market players (up to 3)

SWOT Analysis of key players (up to 3)

Regional Segmentation

Market estimations, Forecasts and CAGR of any prominent country as per the client's interest (Note: Depends on feasibility check)

Competitive Benchmarking

Benchmarking of key players based on product portfolio, geographical presence, and strategic alliances

Contents

1 EXECUTIVE SUMMARY

2 PREFACE

- 2.1 Abstract
- 2.2 Stake Holders
- 2.3 Research Scope
- 2.4 Research Methodology
 - 2.4.1 Data Mining
 - 2.4.2 Data Analysis
 - 2.4.3 Data Validation
 - 2.4.4 Research Approach
- 2.5 Research Sources
 - 2.5.1 Primary Research Sources
 - 2.5.2 Secondary Research Sources
 - 2.5.3 Assumptions

3 MARKET TREND ANALYSIS

- 3.1 Introduction
- 3.2 Drivers
- 3.3 Restraints
- 3.4 Opportunities
- 3.5 Threats
- 3.6 Application Analysis
- 3.7 End User Analysis
- 3.8 Emerging Markets
- 3.9 Impact of Covid-19

4 PORTERS FIVE FORCE ANALYSIS

- 4.1 Bargaining power of suppliers
- 4.2 Bargaining power of buyers
- 4.3 Threat of substitutes
- 4.4 Threat of new entrants
- 4.5 Competitive rivalry

5 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY COMPONENT

- 5.1 Introduction
- 5.2 Solutions
- 5.3 Services

6 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY DEPLOYMENT MODE

- 6.1 Introduction
- 6.2 Public Cloud
- 6.3 Private Cloud
- 6.4 Hybrid Cloud

7 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY ENTERPRISE SIZE

- 7.1 Introduction
- 7.2 Small & Medium Enterprises (SMEs)
- 7.3 Large Enterprises

8 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY APPLICATION

- 8.1 Introduction
- 8.2 Network Management
- 8.3 Billing & Provisioning
- 8.4 Customer Relationship Management (CRM)
- 8.5 Unified Communications
- 8.6 Cloud Collaboration
- 8.7 Mobility & Device Management

9 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY END USER

- 9.1 Introduction
- 9.2 Telecom Operators
- 9.3 Enterprises
- 9.4 Other End Users

10 GLOBAL TELECOM-AS-A-SERVICE (TAAS) MARKET, BY GEOGRAPHY

- 10.1 Introduction

10.2 North America

10.2.1 US

10.2.2 Canada

10.2.3 Mexico

10.3 Europe

10.3.1 Germany

10.3.2 UK

10.3.3 Italy

10.3.4 France

10.3.5 Spain

10.3.6 Rest of Europe

10.4 Asia Pacific

10.4.1 Japan

10.4.2 China

10.4.3 India

10.4.4 Australia

10.4.5 New Zealand

10.4.6 South Korea

10.4.7 Rest of Asia Pacific

10.5 South America

10.5.1 Argentina

10.5.2 Brazil

10.5.3 Chile

10.5.4 Rest of South America

10.6 Middle East & Africa

10.6.1 Saudi Arabia

10.6.2 UAE

10.6.3 Qatar

10.6.4 South Africa

10.6.5 Rest of Middle East & Africa

11 KEY DEVELOPMENTS

11.1 Agreements, Partnerships, Collaborations and Joint Ventures

11.2 Acquisitions & Mergers

11.3 New Product Launch

11.4 Expansions

11.5 Other Key Strategies

12 COMPANY PROFILING

- 12.1 Cisco
- 12.2 AWS
- 12.3 Microsoft
- 12.4 Ericsson
- 12.5 Nokia
- 12.6 Huawei
- 12.7 VMware
- 12.8 Juniper Networks
- 12.9 OXIO
- 12.10 Mavenir
- 12.11 Tata Communications
- 12.12 BT
- 12.13 ZTE
- 12.14 Airspan Networks
- 12.15 JMA Wireless

List Of Tables

LIST OF TABLES

Table 1 Global Telecom-as-a-Service (TaaS) Market Outlook, By Region (2024-2032) (\$MN)

Table 2 Global Telecom-as-a-Service (TaaS) Market Outlook, By Component (2024-2032) (\$MN)

Table 3 Global Telecom-as-a-Service (TaaS) Market Outlook, By Solutions (2024-2032) (\$MN)

Table 4 Global Telecom-as-a-Service (TaaS) Market Outlook, By Services (2024-2032) (\$MN)

Table 5 Global Telecom-as-a-Service (TaaS) Market Outlook, By Deployment Mode (2024-2032) (\$MN)

Table 6 Global Telecom-as-a-Service (TaaS) Market Outlook, By Public Cloud (2024-2032) (\$MN)

Table 7 Global Telecom-as-a-Service (TaaS) Market Outlook, By Private Cloud (2024-2032) (\$MN)

Table 8 Global Telecom-as-a-Service (TaaS) Market Outlook, By Hybrid Cloud (2024-2032) (\$MN)

Table 9 Global Telecom-as-a-Service (TaaS) Market Outlook, By Enterprise Size (2024-2032) (\$MN)

Table 10 Global Telecom-as-a-Service (TaaS) Market Outlook, By Small & Medium Enterprises (SMEs) (2024-2032) (\$MN)

Table 11 Global Telecom-as-a-Service (TaaS) Market Outlook, By Large Enterprises (2024-2032) (\$MN)

Table 12 Global Telecom-as-a-Service (TaaS) Market Outlook, By Application (2024-2032) (\$MN)

Table 13 Global Telecom-as-a-Service (TaaS) Market Outlook, By Network Management (2024-2032) (\$MN)

Table 14 Global Telecom-as-a-Service (TaaS) Market Outlook, By Billing & Provisioning (2024-2032) (\$MN)

Table 15 Global Telecom-as-a-Service (TaaS) Market Outlook, By Customer Relationship Management (CRM) (2024-2032) (\$MN)

Table 16 Global Telecom-as-a-Service (TaaS) Market Outlook, By Unified Communications (2024-2032) (\$MN)

Table 17 Global Telecom-as-a-Service (TaaS) Market Outlook, By Cloud Collaboration (2024-2032) (\$MN)

Table 18 Global Telecom-as-a-Service (TaaS) Market Outlook, By Mobility & Device

Management (2024-2032) (\$MN)

Table 19 Global Telecom-as-a-Service (TaaS) Market Outlook, By End User
(2024-2032) (\$MN)

Table 20 Global Telecom-as-a-Service (TaaS) Market Outlook, By Telecom Operators
(2024-2032) (\$MN)

Table 21 Global Telecom-as-a-Service (TaaS) Market Outlook, By Enterprises
(2024-2032) (\$MN)

Table 22 Global Telecom-as-a-Service (TaaS) Market Outlook, By Other End Users
(2024-2032) (\$MN)

Note: Tables for North America, Europe, APAC, South America, and Middle East & Africa Regions are also represented in the same manner as above.

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