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Telecom Automation Software Market Forecasts to 2034 – Global Analysis By Component (Solutions and Services), Software Type, Process Type, Technology, Application, End User and By Geography

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Abstracts

According to Stratistics MRC, the Global Telecom Automation Software Market is accounted for $12.8 billion in 2026 and is expected to reach $58.4 billion by 2034 growing at a CAGR of 20.9% during the forecast period. Telecom automation software refers to solutions and services encompassing network management and automation platforms, operational support systems automation, business support systems automation, robotic process automation, and AI-driven automation software that enable telecommunications operators to automate manual network operations workflows, business process execution, service provisioning, fault management, network lifecycle management, and operational efficiency improvement through software-defined automation replacing human-intensive repetitive operational tasks across OSS/BSS and network management domains.

Market Dynamics:

Driver:

Zero-Touch Operations Cost Reduction Imperative

Telecommunications operator operating expense reduction imperative from revenue growth decelerating while network management complexity accelerating is driving automation software investment as the primary structural cost reduction lever enabling operators to manage 5G network operational complexity at scale without proportional headcount cost increase. Industry documentation of 40 to 60 percent operational cost

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reduction achievement through comprehensive automation program deployment provides compelling executive-level business case for major automation software investment programs at leading global telecommunications operators.

Restraint:

Automation Software Legacy OSS/BSS Integration

Telecommunications automation software integration with heterogeneous legacy OSS and BSS systems lacking modern API interfaces, standardized data models, and automation-ready architecture creating substantial integration engineering investment requirements that constrain automation deployment scope to modern systems while legacy infrastructure components requiring manual operations continue generating operational cost that automation programs cannot eliminate without comprehensive OSS/BSS modernization investment accompanying automation software deployment.

Opportunity:

AI-Driven Network Automation Intelligence

AI-powered telecom automation software incorporating machine learning for intelligent fault diagnosis, predictive maintenance scheduling, and autonomous optimization decision-making beyond rule-based automation capability represents a premium automation advancement opportunity enabling operators to automate complex contextual network decisions that previously required experienced engineer judgment. TM Forum Autonomous Networks framework and GSMA standardized AI automation interfaces creating interoperable AI automation ecosystem development accelerating adoption.

Threat:

Network Equipment Vendor Integrated Automation

Network equipment vendor integrated automation capabilities embedded within proprietary element management systems and network management software creating de facto automation functionality tied to specific vendor equipment deployments generates competitive pressure against independent automation software vendors whose platform value must exceed vendor-integrated automation capability to justify separate procurement investment, with operators potentially accepting vendor lock-in

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for integrated automation convenience over best-of-breed independent automation software value.

Covid-19 Impact:

COVID-19 remote operations requirement eliminating manual on-site network management intervention capability accelerated telecommunications operator automation software investment as programs previously subject to careful deliberation became operational necessities for maintaining network performance without unrestricted physical access to network infrastructure. Post-pandemic sustained remote operations capability investment and accelerating 5G network automation requirement continue driving telecom automation software market growth.

The Services segment is expected to be the largest during the forecast period

The Services segment is expected to account for the largest market share during the forecast period, due to the substantial managed automation services, implementation consulting, and operational transformation support investment that telecommunications operators engage from specialized automation service providers to successfully deploy, integrate, and operationalize automation software programs requiring expertise in both automation technology and telecommunications network operations domain knowledge for effective production network automation capability delivery.

The Network Management & Automation Software segment is expected to have the highest CAGR during the forecast period

Over the forecast period, the Network Management & Automation Software segment is predicted to witness the highest growth rate, driven by accelerating operator investment in AI-driven network management automation platforms enabling intelligent closed-loop network optimization, autonomous fault resolution, and zero-touch service provisioning that represent the highest priority automation investment categories for operators managing 5G network operational complexity requiring software-defined intelligent automation beyond human network operations management capability.

Region with largest share:

During the forecast period, the North America region is expected to hold the largest market share, due to the United States hosting advanced telecommunications operator automation program investment with leading vendors including Amdocs, Ericsson,

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Nokia, and IBM generating substantial North American telecom automation revenue, strong operator commitment to operational efficiency through automation investment, and advanced 5G network deployment creating immediate automation program urgency for managing network operational complexity.

Region with highest CAGR:

Over the forecast period, the Asia Pacific region is anticipated to exhibit the highest CAGR, due to China, Japan, South Korea, and India implementing comprehensive telecom network automation programs supporting 5G commercial service delivery, aggressive operator digital transformation investment driving automation adoption, and domestic automation software development from Huawei and regional vendors creating competitive ecosystem expansion across Asia Pacific telecommunications automation markets.

Key players in the market

Some of the key players in Telecom Automation Software Market include Amdocs Limited, Telefonaktiebolaget LM Ericsson, Nokia Corporation, Huawei Technologies Co. Ltd., Netcracker Technology Corporation, International Business Machines Corporation (IBM), Oracle Corporation, Cisco Systems Inc., Hewlett Packard Enterprise (HPE), Comarch SA, Ciena Corporation, Accenture plc, Infosys Limited, Tata Consultancy Services (TCS), and Capgemini SE.

Key Developments:

In April 2026, Amdocs Limited launched an AI-powered zero-touch network automation platform integrating AIOps anomaly detection with automated remediation workflow execution achieving 75 percent reduction in mean time to repair across operator pilot deployments.

In March 2026, Ericsson introduced ORAN-compliant AI RAN automation capabilities within its Service Management and Orchestration platform enabling intelligent closed-loop 5G radio access network optimization without manual parameter configuration intervention.

Components Covered:

- Solutions

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Services

Software Types Covered:

Network Management & Automation Software

Operational Support Systems Automation

BSS (Business Support Systems) Automation

RPA Software

AI-Driven Automation Software

Process Types Covered:

Automated Operations

Decision Support & Management Automation

Customer Interaction Automation

Technologies Covered:

Artificial Intelligence (AI) & Machine Learning (ML)

Software-Defined Networking (SDN)

Network Function Virtualization (NFV)

Edge Computing Integration

Cloud-Native & Microservices Architecture

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Applications Covered:

- Network Management & Optimization
- Service Assurance
- Network Provisioning
- Billing & Revenue Management
- Customer Experience & Support
- Compliance & Security Management
- Data Management & Analytics

End Users Covered:

- Telecom Service Providers
- Mobile Network Operators (MNOs)
- Internet Service Providers (ISPs)
- Enterprises

Regions Covered:

- North America
  - US
  - Canada
  - Mexico
- Europe

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- 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

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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 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2032 and 2034
- 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

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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

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Note: Tables for North America, Europe, APAC, South America, and Rest of the World (RoW) are also represented in the same manner as above.

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