The applications knot: we’re here to untangle it.

New technologies and customer requirements push companies to reinvent themselves for the digital age.

Rapid growth in consumer demand, 24x7 anytime, anywhere access and increasing cross-channel practices are making applications more complex than before. Which means that the need to reduce opex and speed up time to market of digital products is critical to get to the same level as new entrants who are fully-digitized to deliver services and meet demands on the go.

Research indicates that action has to be taken now to modernize business critical tools and technologies to thrive in the digital market. Operators need to leave their monolithic legacy applications behind and move to API-based or even microservice-based applications. This way, they can free up resources to invest in innovation, speed up time to market of their digital services and decrease capex and opex.

Key challenges

- Significantly reduce IT costs while rationalizing and transforming the application landscape.
- Manage critical skill demands and free up existing staff and opex to focus on strategic initiatives.
- Unclutter the IT architecture, make a technology uplift and facilitate the communication between legacy and next generation applications.
- Accelerate deployments towards improving IT and business performance while retaining the stability and availability of applications embracing Agile 2.0 and DevOps.
- Looking to harvest the investment in Ericsson products – continuous improvement of way of working and time to market.

Annual IT budget that most organizations set aside for evolving and maintaining legacy.

What is your spend today?

60–80%

Respondents in a survey indicated application modernization is in the top 5 priority of their IT strategy.

What is your priority?

45%

Source: Capgemini: Tangled Web of IT Applications Stunts Digital Transformation
# Solution overview

Ericsson is the right partner to transform legacy applications and secure the digital evolution.

Ericsson combines its depth and breadth in Telco IT helping operators to untangle the IT spaghetti landscape towards a simple and agile future — reducing opex in less than two years.

**Our solution is ideal for operators who are:**

- Looking to deliver digital products but are challenged with legacy technologies, diminishing skill sets and monolithic apps that have overgrown, resulting in higher opex
- Still evolving IT applications in the old waterfall fashion which means long release cycles, slow time to market (TTM) resulting in uncompetitive digital product launches
- Looking at harvesting investments to become more agile with Ericsson off-the-shelf products

Ericsson address these challenges by focusing on the modernization of Service Delivery Lifecycle Management (SLM) and the technology uplift that may be required. Our KPI-driven approach will allow the operator to reduce the opex at the same time accelerate application lifecycles to achieve the agility required in the digital market.

**Key business outcomes include:**

- Agility adoption and service delivery lifecycle modernization
- Ability to measure and monitor KPIs for high performance
- Application modernization and technology uplift
- High agility, improved time to market and faster revenue generation from digital products

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**Key benefits**

- Realize a ROI in less than 2 years for Tier 1 operators OSS/BSS domain
- Reduce maintenance effort, 20 percent less resources
- Reduce annual ADM spend to ~40 percent
- Drop ticket incidents to ~30 percent
- Enable new capabilities to be digital ready (integrated legacy with off the shelf applications)
- Adopt DevOps Ways of Working (WoW) for new generation products and legacy environment

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**Application modernization framework**

[Diagram showing application modernization framework]

- Continuous planning
- Target KPIs
- Application demographics
- Assess
- Embark
- Steer
- Handle
- Dock
- Modernize
- Optimize
- Continual improvement and optimization: monitoring and feedback
- Gaining agility: collaborative software development
- Adopt continuous integration and continuous delivery
- Technology uplifts
- No-Ops
Use cases

- **Reduce opex in the current IT landscape**
  Captures the as-is state and provides a view on potential benefits that can be achieved by incorporating a new WoW (includes automation).

- **Implement required technology uplift for applications to be cloud ready**
  A phased and holistic approach to legacy application modernization that helps to unclutter architecture, API-ify applications and place customers on the digital track.

- **Improve development lifecycle management WoW and reduce TTM to develop digital products**
  Adapt new digital WoW to enable faster and better ways of delivering transformative IT through modernizing application delivery methodology from a people, process and tools perspective. This will reduce opex on legacy and enable customers to invest in innovation.

- **Create a dashboard for tracking digital products**
  Enables the measurement of the right KPIs to improve service delivery, business agility and reduce TTM of digital products.

- **Harvest the investment of Ericsson products**
  Digital Solution Management will help to maintain continuous improvement of the WoW and TTM.

- **Ensure the effectiveness data of legacy applications in the new digital ecosystem**
  Application portfolio analysis and rationalization will help in the process of mapping.

Ericsson enables communications service providers to capture the full value of connectivity. The company’s portfolio spans Networks, Digital Services, Managed Services, and Emerging Business and is designed to help our customers go digital, increase efficiency and find new revenue streams. Ericsson’s investments in innovation have delivered the benefits of telephony and mobile broadband to billions of people around the world. The Ericsson stock is listed on Nasdaq Stockholm and on Nasdaq New York. 

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