



150 years

# Ericsson Intelligent IT Suite



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# Delivering the future of autonomous network operations

Is your legacy OSS/BSS holding you back in today's fast-paced digital world? At Ericsson, we power an end-to-end IT transformation to help you get the desired results. Our approach is holistic and interdisciplinary, ensuring a swift delivery at telecom scale. With an end-to-end integrated approach, Ericsson Intelligent IT Suite helps you design, deploy, evolve, and operate innovative digital solutions tailored to your business needs.



# Embrace the future for business agility

Staying ahead of the curve is not just an aspiration; it is a necessity. You have probably seen this before: traditional IT transformations frequently fail to impress, burdened by legacy Operations Support Systems/Business Support Systems (OSS/BSS), siloed operations, and rigid architectures. Relying on a legacy implementation model that was not built for speed or scalability hampers rollouts, delays service innovation, and increases operational costs. Business needs to evolve quickly, and failing to keep up with new technologies compromises the ability to seize opportunities.

Legacy OSS/BSS systems are hindering your progress. They are fragmented, costly to maintain, and too inflexible to meet your business needs. Siloed data and disconnected processes delay decision-making, while manual operations drain resources. Launching new services takes

too long as pressure mounts to cut costs and speed up delivery.

Hybrid cloud, artificial intelligence (AI)-driven transformation, and autonomous operations are no longer optional—they are essential. The need of the hour is a simple, clear, and practical approach, built for agility. You are not looking for another software vendor but a true partner, one that brings everything together: technology, services, and expertise to drive meaningful transformation and deliver effective results.

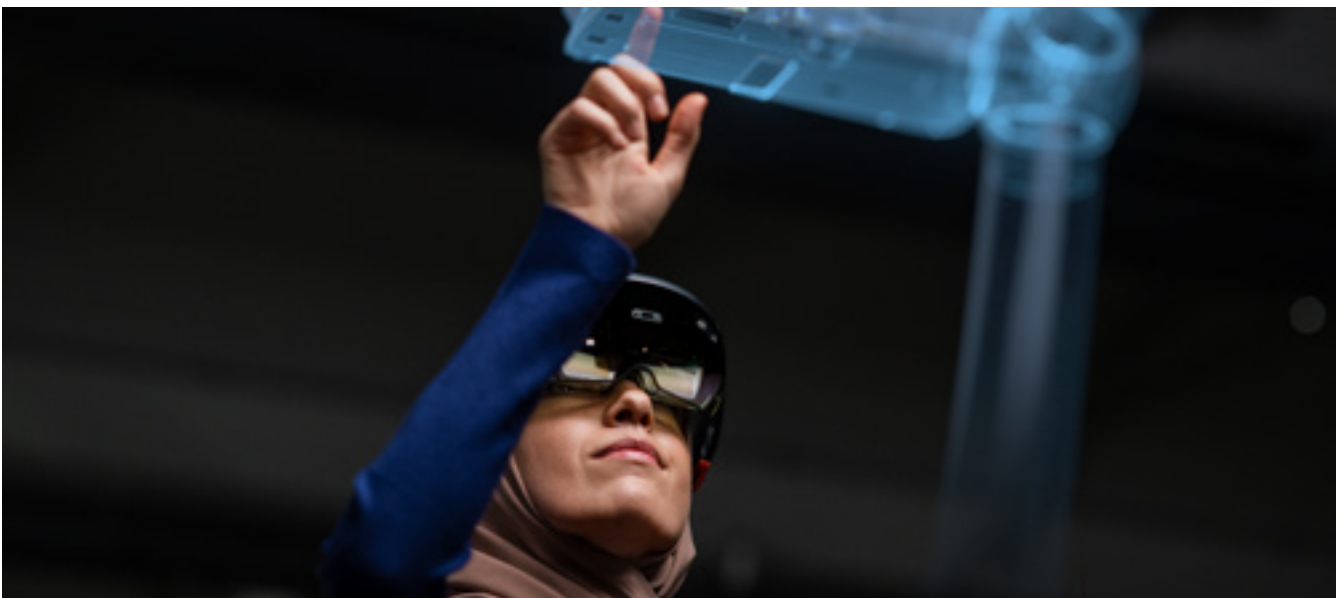
According to IDC's survey, the top priority when selecting a software partner for digital transformation is choosing a vendor that offers a complete one-stop shop for the necessary tools and solutions. The reason is that the transformation is too complex and important to piece together.

We power end-to-end IT transformation with a holistic, interdisciplinary approach

and rapid delivery at the telecom scale. We prioritize business impact and resilience over technology, embedding industry-leading expertise and deep operational knowledge into every stage of your solution lifecycle. Ericsson Intelligent IT Suite offers a specialized and end-to-end integrated approach that enables you to design, deploy, evolve, and operate innovative digital solutions efficiently—designed to fit your business objectives.

32% of CSPs in EMEA now prioritize working with a vendor that provides an all-in-one offering: software, tools, and services.

Source: IDC, 2024 EMEA Telecommunication Service Provider Survey Highlights: Telcos' IT, AI, API, and Cloud Strategies, doc #EUR151532324, September 2024



# Ensure you are secure and future-ready with Ericsson Intelligent IT Suite

The Intelligent IT Suite helps you take control of your IT landscape from strategy to operations and everything in between. We support you throughout the full lifecycle with a clear and proven approach.

It starts with the right roadmap. We work with you to define a smart and scalable plan, then build future-ready OSS/BSS solutions powered by automation and AI.

We ensure seamless operations using intelligent strategies to proactively address potential issues before they arise.

We remain closely engaged to ensure performance continues to improve securely and reliably. With Intelligent IT Suite, you are not just upgrading systems; you are unlocking results.

We help you move faster and smarter by automating end to end. We utilize AI to boost efficiency and uncover new revenue streams. Whether you are looking to modernize legacy systems or simplify across silos, the Intelligent IT Suite is built to streamline, scale, and adapt with cloud-first deployment capabilities from day one.

The suite provides a single, flexible framework designed to minimize risk, speed up results, and align tightly with your business goals. Our one-team approach means we work as an extension of your team, delivering ready-to-use solutions and short time to value.

zWith AI-driven intelligence and closed-loop operations, the Intelligent IT Suite shifts the model from reactive defense to proactive assurance.

Risks are identified early, vulnerabilities are addressed faster, and systems are continuously strengthened.

This supports you in managing total cost while staying focused on what matters most: driving growth, improving service, and staying ahead of change, with the agility to continuously adapt to new opportunities and challenges as they arise.

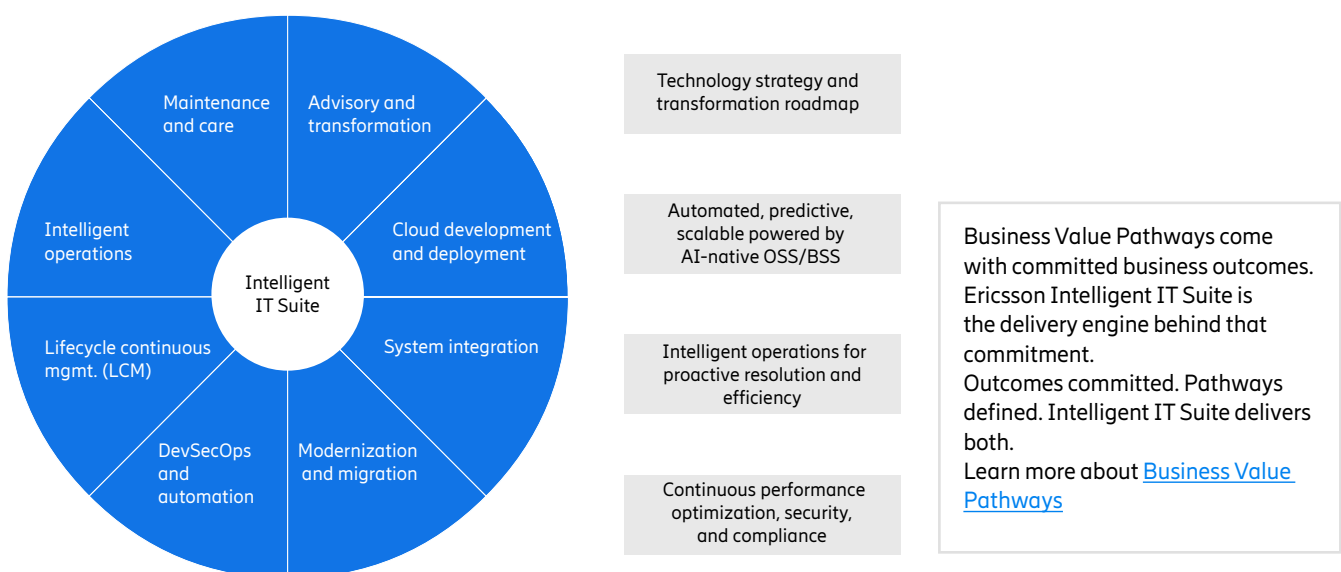


Figure 1. Built to evolve—services designed to stay ahead

## How is Ericsson Intelligent IT Suite different?

Key differentiators	How does it stand out?	The impact we deliver	Why does it matter?
AI-driven	Our AI and generative-AI use cases are designed for rapid impact, delivering measurable outcomes across business and operations	Predictive, data-driven decisions, faster automation	You do not just get automation; you get AI-driven decision-making and predictive intelligence across OSS/BSS
End-to-end lifecycle management (LCM) service model	Full lifecycle from strategy to operations	Eliminates silos, provides unified accountability (reduces multivendor complexity), faster time to market (TTM)	You do not need multiple vendors; get a single partner who owns the entire transformation journey
Knowledge and experience	Telecom and domain expertise combined with strong services and third-party experiences gathered over the years	Futureproof technology and customer investments, de-risking transformations	Wide range of competencies under one umbrella, industrialized and standardized use cases
Predictable total cost of ownership (TCO)	Unified deliveries, synergized processes, and tools with long-term visibility of the cost	Transparency on the scope, investments, and roadmap	Efficiencies and return on investment clarity

Table 1. Intelligent IT Suite: Key differentiators, impact, and why it matters

## How can Ericsson Intelligent IT Suite help your business thrive?

- **Faster TTM:** Streamline and accelerate every phase of the transformation lifecycle through an integrated end-to-end framework, reusable assets and blueprints, and cross-functional alignment. A streamlined governance and continuous feedback loop ensure continuity and business alignment.
- **Futureproof your investments:** Design solutions that are scalable, modular, intelligent, and continuously evolving, enabling you to address the rising technology and business demands.
- **Improve your customers' experience:** We support you in making every digital experience smarter, faster, and more responsive by using AI to tailor each step of the journey, and extending it across OSS/BSS applications to enable predictive, proactive support and consistency across the lifecycle.
- **Efficient end-to-end operations and LCM:** Intelligent IT Suite makes your operations and LCM more efficient by embedding intelligence, automation, and end-to-end ownership into every phase. It simplifies complexity, reduces manual intervention, and enables continuous improvement.
- **De-risk transformations:** By creating a structured, data-driven, and outcome-aligned journey that balances innovation with control, we help you adapt to change seamlessly while minimizing disruption, cost overruns, and delivery uncertainty.

# Ericsson Intelligent IT Suite: Capabilities that accelerate impact

At the heart of Intelligent IT Suite, we facilitate the transformation of OSS/BSS, supporting your journey toward autonomous networks and operations. We offer an integrated set of services

along with key enablers, techniques, and capabilities to ensure successful continuous evolution and drive better business outcomes. Figure 2 shows a

functional diagram of the high-level enablers, techniques, and engagement model of the suite.

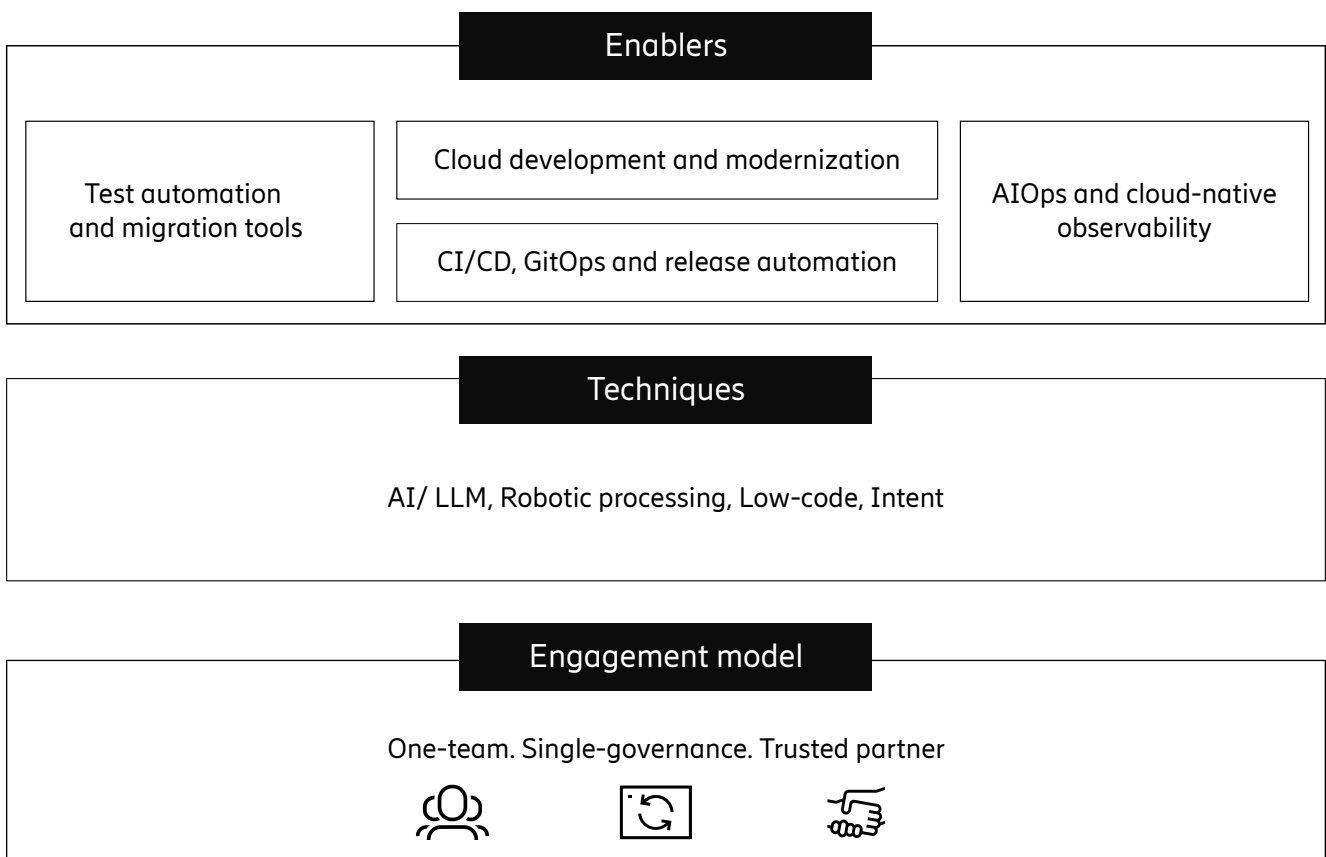


Figure 2. Standardize, streamline, and optimize your OSS/BSS with Intelligent IT Suite

## End-to-end services that deliver results

From building and deploying to running and securing your OSS/BSS applications, we offer a wide array of services designed to reduce complexity and drive outcomes. Whether you are launching new capabilities or modernizing existing ones, we help you move faster, operate smarter, and deliver consistent value across every stage.

**Advisory and transformation:** Consulting that is outcome-driven, defining target operating models, roadmaps, and value realization before execution. This spans:

- Business-aligned transformation advisory and opportunity discovery, aligning the IT and business goals
- AI readiness and data maturity assessment
- AI and assurance strategy formulation
- Transformation strategy and roadmap recommendations

**Cloud development and deployment:** Designing, building, and releasing applications and platforms on cloud-native architecture across environments

**System integration:** Connecting applications, platforms, and data flows to enable end-to-end business processes and interoperability

**Modernization and migration:** Upgrading or moving legacy systems to scalable architectures and platforms with minimal disruption

**DevSecOps and automation:** Embedding security and automated pipelines across build, test, and release for faster, reliable delivery. These services extend to:

- Automation at scale
- Pre-built accelerators, minimum viable product (MVP) approach
- Intelligent test automation and quality assurance
- Consistent data architecture
- Risk-aware intelligent deployment
- Configuration integrity checks
- End-to-end test and quality assurance
- Continuous integration/continuous deployment (CI/CD) pipeline and release automations

**LCM:** Covering upgrades, patches, compliance and performance optimization:

- Real-time assurance and customer experience telemetry
- Closed-loop quality, compliance, and experience management

- Continuous improvement cycles and feedback looping
- Key performance indicator (KPI)-linked dashboards for business and operations

**Intelligent operations:** AI-driven monitoring, incident management, and predictive operations to improve service stability and efficiency

- AI-driven service operations and L1-L3 support
- Predictive incident management and auto-healing
- Intelligent observability, anomaly detection
- GenAI-powered assistants for ops and care agents
- Service level agreement and policy-based orchestration
- KPI drift and performance optimization
- Real-time anomaly detection and root cause analysis

**Maintenance and care:** Ensuring sustained functional and technical support for availability, issue resolution, and user experience continuity



## Enablers that power real progress

We have embedded the tools and practices you need to move faster, work smarter, and unlock more value from day one. From test automation to cloud-native development and CI/CD pipelines, we equip your teams

to deliver with confidence. You will benefit from consistent delivery, faster releases, and intelligent operations, so you can focus less on complexity and more on what moves your business forward.

Enabler	Summary
Test automation and migration	Accelerate validation and reduce risk with automated testing that uses Ericsson's test validation tool built on Robot Framework and migration tools built for OSS/BSS.
GitOps, CI/CD, and release automation	Speed up delivery with GitOps-enabled pipelines that bring updates from development to production fast and safely.
Cloud development and modernization	Adapt and scale with a cloud-agnostic, DevSecOps-ready architecture tailored to your environment.
AIOps and cloud-native observability	Gain real-time insights and automated actions through intelligent agents that monitor, decide, and act.

Table 2. Key enablers to evolve your OSS/BSS at telecom scale



# Stay ahead of the business with our Intelligent IT Suite

The networks of tomorrow demand more than mere upgrades; they need vision, velocity, and a partner with comprehensive expertise in telecom, technology, and services, capable of delivering results across third-party systems, and even custom-built applications.

We bring together integrated OSS/BSS products with the services and delivery model to match a trusted, agile, cloud-native deployment that is tailored to your business. With AI-driven service acceleration, subscription-based flexibility, and ready-to-deploy use cases, we help

you move faster, reduce complexity, and scale with confidence. We are not just a vendor; we are your partner—one team built to deliver real results.

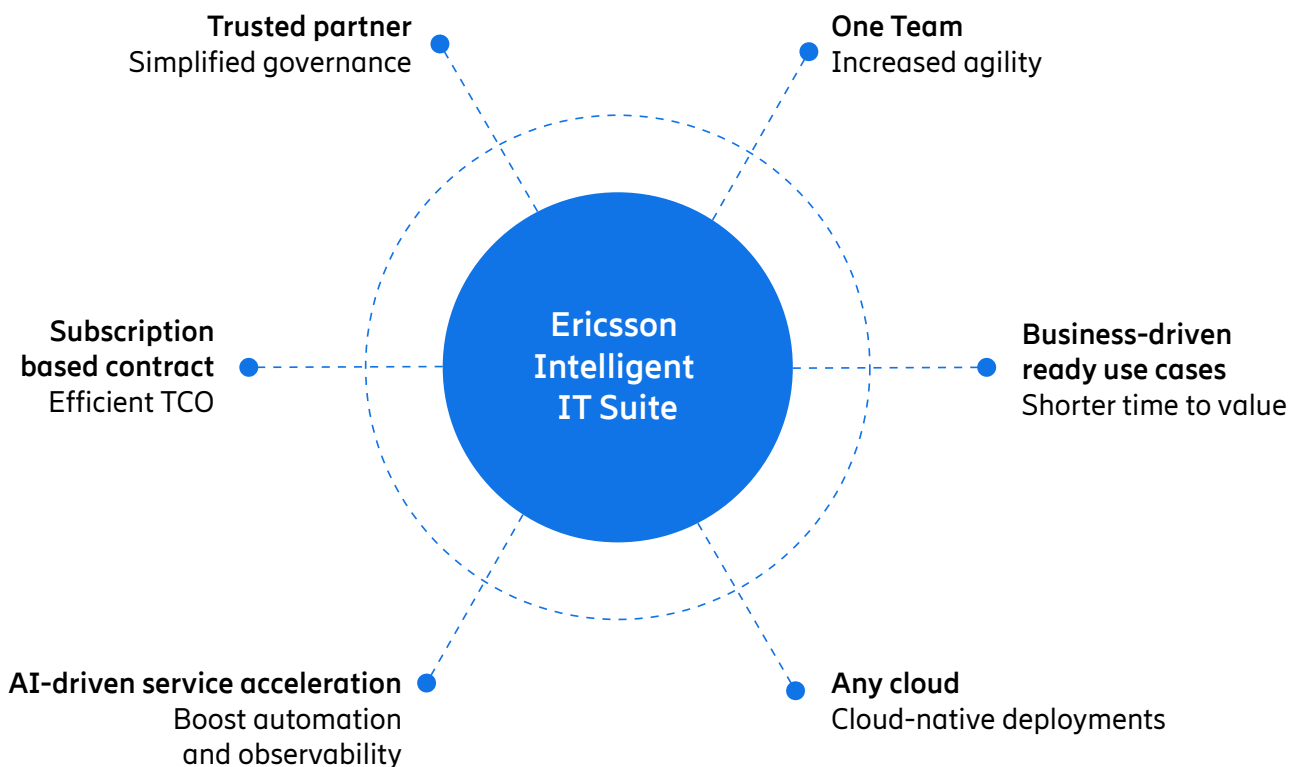


Figure 3: Ericsson Intelligent IT Suite is designed to meet your business objectives

# Further reading

**Explore:** eBrief for [Business Value Pathways](#)

**Learn more:**

- [OSS/BSS: bridging business and operations](#)
- [OSS/BSS solutions - Sell. Deliver. Get paid.](#)
- [OSS/BSS services for better business outcomes](#)
- [Ericsson Intelligent IT Suite](#)

**Explore how we navigate transformation for better business outcomes:**

- [Navigate your journey to successful IT transformation](#)
- [Capturing 5G value through automated orchestration journeys](#)
- [Cloud transformation journey](#)
- [Transform monetization in the 5G and autonomous network era](#)

## About Ericsson

Ericsson's high-performing networks provide connectivity for billions of people every day. For nearly 150 years, we've been pioneers in creating technology for communication. We offer mobile communication and connectivity solutions for service providers and enterprises. Together with our customers and partners, we make the digital world of tomorrow a reality.