

Ericsson Service Orchestration and Assurance

Evolve to autonomous networks with
AI-driven service orchestration and assurance

**BOSS
YOUR
OSS.**  **ERICSSON**

Sell. Deliver. Get paid.



ERICSSON

150 years



Ericsson Service Orchestration and Assurance accelerates innovation and delivers offerings through intent-based orchestration while supporting you to reach high levels of autonomy.

Monetize 5G SA capabilities with innovative services based on differentiated connectivity — from immersive streaming and gaming to private networks, smart campuses and edge applications. By automating multi-domain slice creation, service activation and assurance, the platform enables faster experimentation, scalable launches and performance tailored to each use case. The solution combines service orchestration, inventory, assurance, and AI-driven insights into a unified operational framework.

Modernize service order management, eliminate siloed operations, and build autonomous networks ready for the next generation of digital services.

Powered by agentic-AI, real-time topology discovery, and assurance analytics, the platform continuously analyses network and service states to generate proposals, evaluate outcomes, and execute actions automatically to fulfill service level agreements.



Unified service orchestration and assurance provide opportunities for you

Enable autonomous, SLA-driven multi-vendor networks

The market's requirements on service management demand a unified service orchestration and assurance platform capable of supporting the complete service lifecycle, including design, instantiation, monitoring, and withdrawal.

The platform must operate across domains, technologies, and multiple vendors' equipment to ensure interoperability and operational consistency. It should minimize lifecycle management costs while enabling rapid introduction of new services.

Support for SLAs and service-level objectives is required to deliver and maintain outstanding customer experience and the solution must also enable autonomous networking capabilities to reduce costs.

Lower service costs through automation and AI

Transform operations with agentic AI-driven automation. By combining orchestration, assurance, and inventory management, you can move from manual processes toward autonomous operations with greater efficiency. Business intents are seamlessly translated into network actions, reducing reliance on specialized experts.

Using open architecture protects investments and supports end-to-end industrialized automation without creating silos. The result is a more agile, intelligent, and scalable network operation that empowers faster innovation and resource optimization.

Modernize service order management

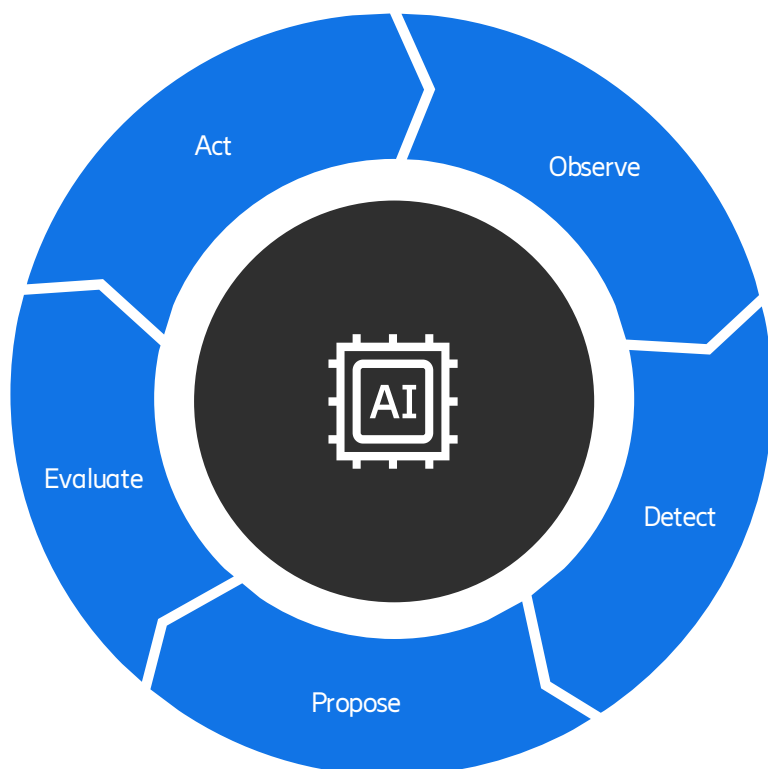
The need to modernize service order management (SOM) is high on the agenda. A unified SOM platform can eliminate manual coordination across siloed catalogues and ecosystems, reducing delays, errors, and operational complexity. By integrating SOM directly with service orchestration, it is possible to connect BSS order capture seamlessly with network fulfillment for faster, automated service delivery.

Replace multiple legacy systems with one streamlined platform that accelerates time-to-market, lowers operational costs, and improves reliability.

Assure services

Assure services to consistently meet performance, quality, and SLA commitments. It gives you visibility into service health, helps detect degradation early, and enables rapid identification of root causes and customer impact. Proactive, automated assurance reduces service disruptions, minimizes operational effort, and accelerates resolution when issues occur. By continuously validating that services deliver the intended experience, service assurance protects customer satisfaction, supports differentiated offerings, and helps you to operate complex, multi-domain networks.

Figure 1. The cognitive loop is foundational in assuring services



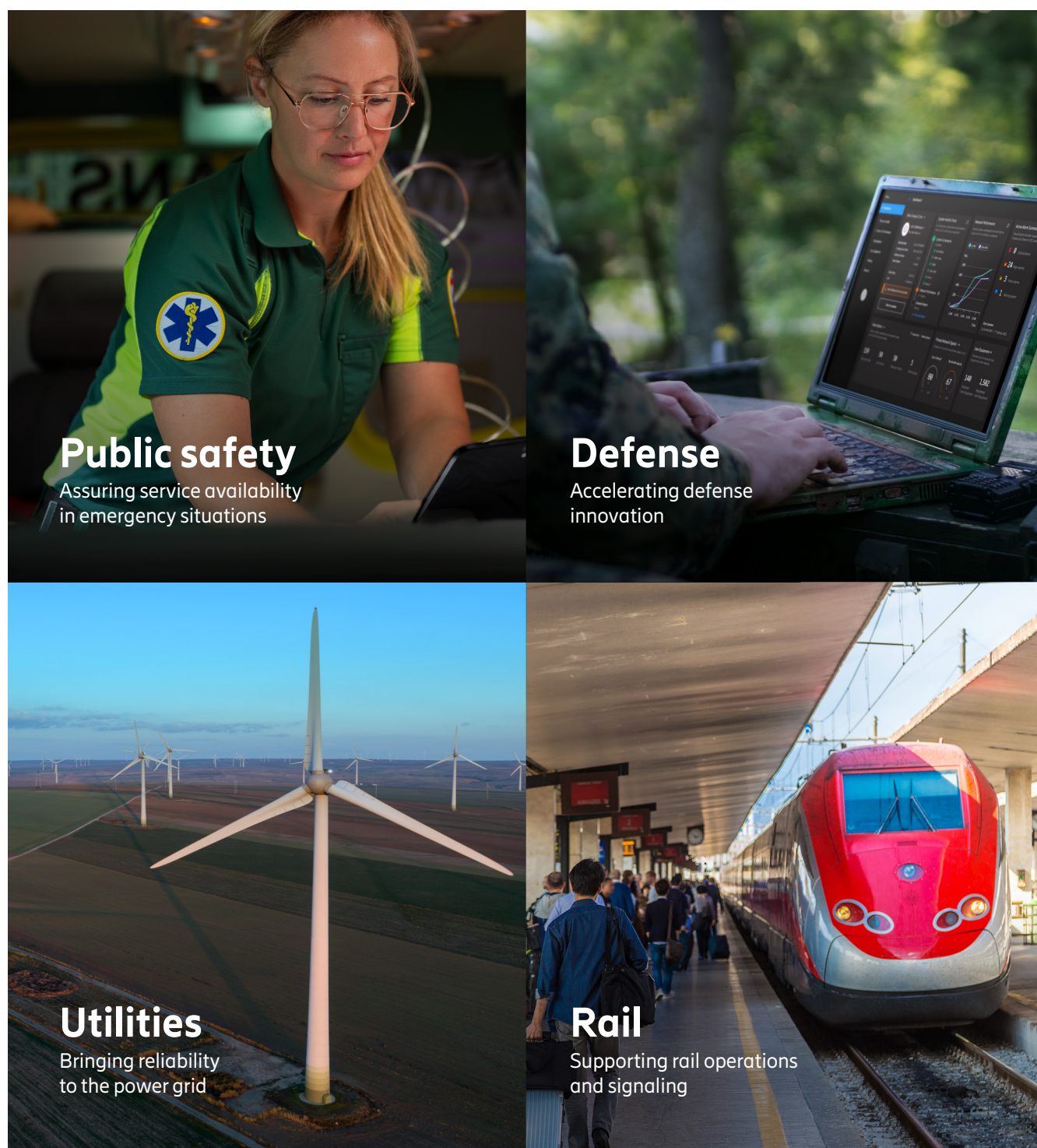
Meet specific demands on your network and OSS from mission-critical services

Mission-critical sectors are rapidly embracing digital transformation as they demand more advanced, dependable applications and

services. As public safety organizations, railway operators, utilities, and defense agencies modernize their communications systems, they are also rethinking established network architectures and governance models. This shift presents a substantial opportunity. Modern operations support

systems will play a central role, helping organizations manage the entire service lifecycle, maintain service assurance, and perform the operational functions required to keep critical communications networks fit for purpose.

Figure 2. Mission-critical needs of industries provide opportunities for CSPs



Key capabilities

Open and modular architecture

Ericsson Service Orchestration and Assurance delivers an open, vendor-agnostic approach that combines network and IT environments without lock-in. Built on open, configuration-driven integration to external systems and standards-based service modelling using SID (Shared information/data model) and TOSCA (Topology and orchestration specification for cloud applications), the solution simplifies interoperability while accelerating onboarding of partners and technologies.

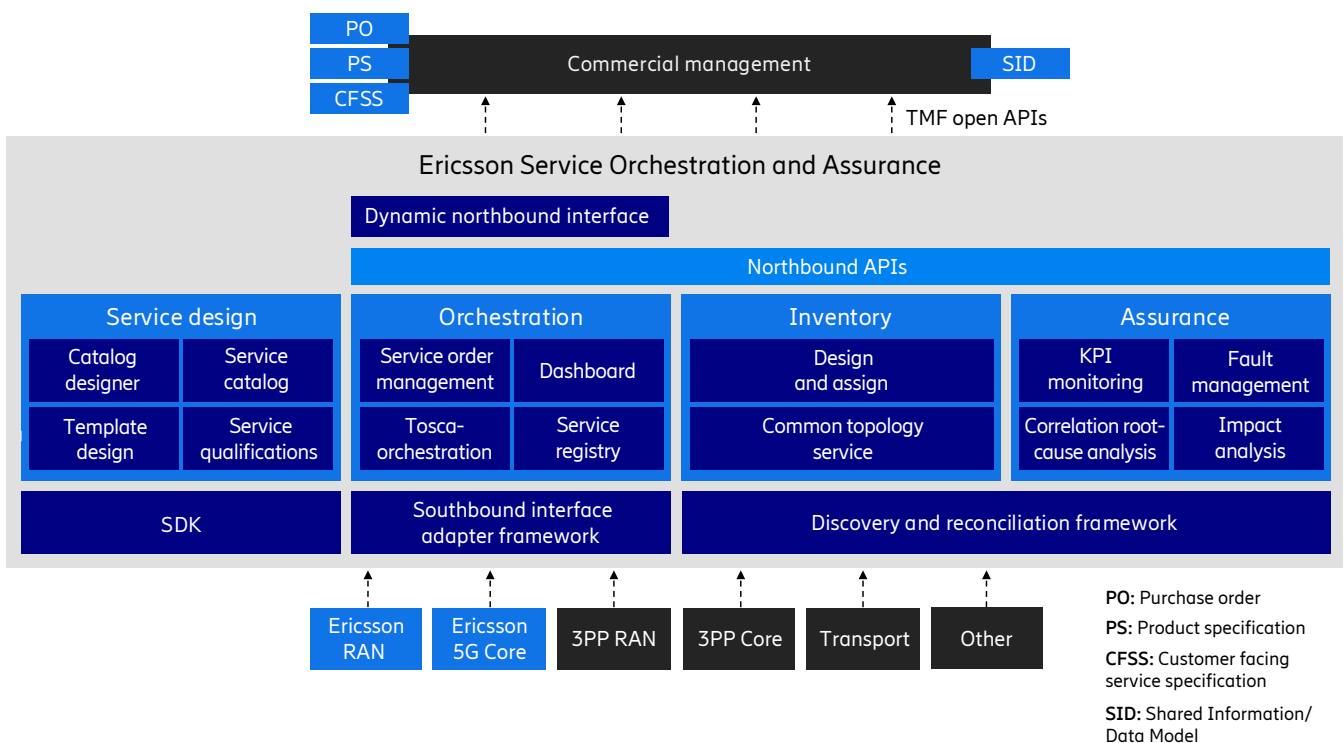
The flexible framework empowers system integrators and you to build your own integrations and automations, supporting use cases tailored to business needs. By enabling seamless collaboration across technologies and operational

domains, Ericsson Service Orchestration and Assurance enables faster innovation, improved operational efficiency, and scaling of modern digital services rapidly while supporting future growth.

The platform is underpinned by an open standards-based architecture ensuring flexibility and agility to create and manage network services.

- **TM Forum:** Leverages TM Forum standards to interact seamlessly with the BSS layer allowing the exposure of capabilities towards the commercial catalog and fulfilling orders. It simplifies the commercialization of network services.
- **3GPP compliant:** Enabling end-to-end orchestration across RAN and core. Makes it possible to orchestrate, for example, network slices, ensuring holistic and optimized delivery.
- **ETSI compliant:** Ensures network slices can run in virtualized environments and have seamless end-to-end resource management. It also guarantees compatibility with virtualized infrastructure and efficient resource allocation.
- **GSMA GST/NEST-based modelling:** Incorporates GSMA Global System for Telematics (GST) and Network Slicing Template (NEST)-based modelling of service characteristics.
- **IETF for transport domain:** Utilizes Internet Engineering Task Force (IETF) standards for managing network slices across the transport domain. This ensures a consistent and effective approach to slice management, regardless of the domain.

Figure 3. Open and modular architecture ready to help you to innovate



Service orchestration

Service design with open APIs accelerates digital innovation

Ericsson Service Orchestration and Assurance makes it possible to accelerate digital innovation with AI-assisted service design and open APIs. Define and manage services using SID/TOSCA standards, streamline lifecycle management with TMF633, and handle templates and configuration artifacts efficiently. Advanced catalog management and TMF645 Service Qualification enable faster validation, greater interoperability, and smoother deployments.

Unified topology and inventory framework simplifies operations

Simplify operations with a unified topology and inventory framework. By using common topology models and advanced

TOSCA-based design and assign logic, the solution enables intent-based service orchestration with greater automation and flexibility. The inventory function in Ericsson Service Orchestration and Assurance supports real-time alignment with the underlying network using the discovery and reconciliation framework. It operates efficiently in multi-vendor environments and supports multi-service networks, for example wireline, transport and cloud services. Built to scale, it provides a full-featured inventory solution for enhanced visibility and control, accelerates service delivery, improves operational efficiency, and creates a future-ready foundation for modern operations.

Configurable integration frameworks enable faster integration

Built to complement TMF-compliant out-of-the-box APIs, Ericsson Service Orchestration

and Assurance helps you to integrate systems faster, reduce customization efforts, and keep data aligned.

Three powerful frameworks are included:

- Southbound interface adapter framework for seamless southbound integration with element management systems and network domains.
- Dynamic northbound integration for rapidly exposing new endpoints and enabling advanced service logic.
- Discovery and reconciliation framework to keep topology and inventory synchronized with the live network.

With flexible configuration-based customization, most integration requirements can be delivered without complex development, helping teams deploy faster, lower operational overhead, and adapt quickly to changing business needs.



Service assurance

Unified observability makes data more useful

The unified observability capability in Ericsson Service Orchestration and Assurance provides a comprehensive view across the entire service lifecycle by vertically unifying data about infrastructure, resources, and services. This enables teams to correlate events, performance data, and dependencies from the infrastructure through network resources to customer-facing services, accelerating root-cause analysis and improving service quality.

Horizontally, unified observability enables cross-domain visibility across RAN, core, and transport, breaking down operational silos and revealing how issues in one domain affect end-to-end service performance. By combining vertical and

horizontal perspectives, you gain the context needed to proactively detect degradation, prioritize impact, automate remediation, and deliver more resilient, reliable services.

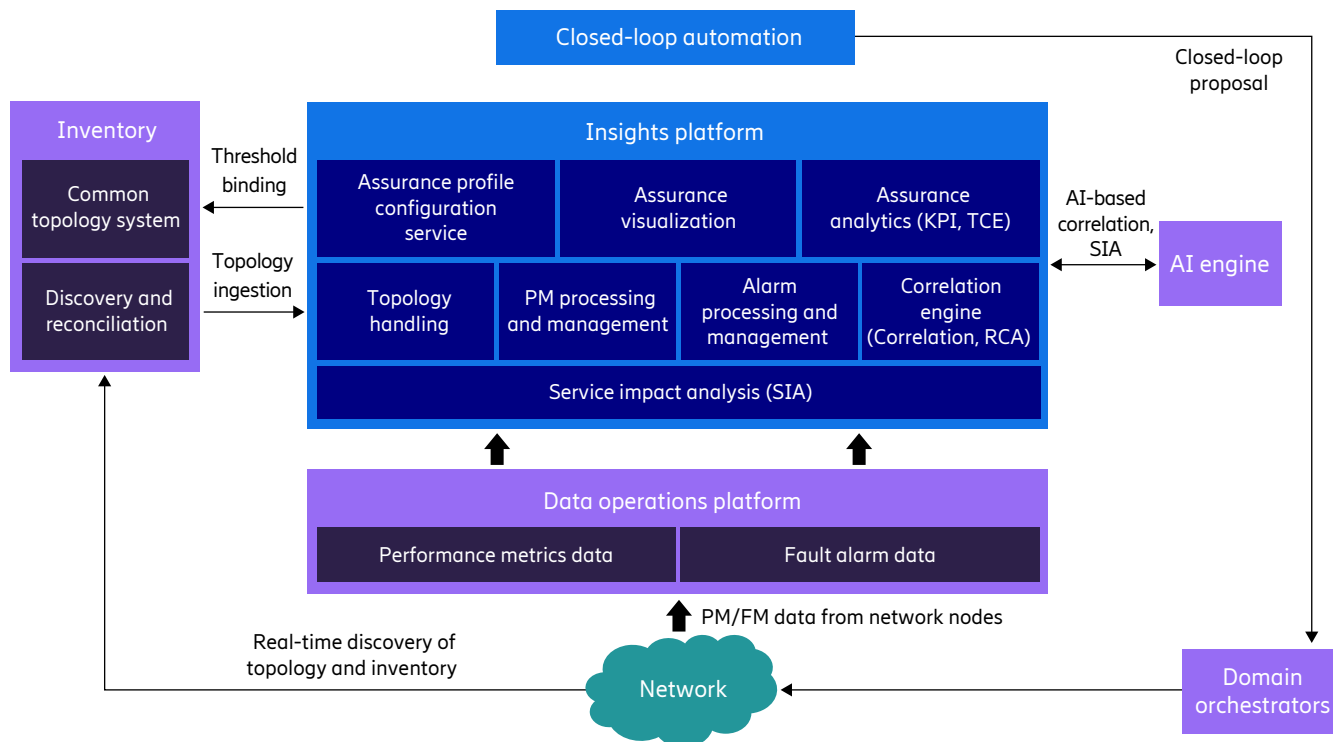
AI makes management of networks more efficient

AI-powered service assurance combines machine learning and agentic capabilities to transform how networks are monitored and managed. Machine learning continuously identifies patterns, anomalies, and correlations across complex data sources, while AI-agents reason over context to automate root-cause analysis, assess business and service impact, and recommend or execute corrective actions. Together, these capabilities accelerate incident detection and resolution, reduce operational

Service-centric operations focus on measurable outcomes

Ericsson Service Orchestration and Assurance enables service centric operations by shifting the focus from isolated network performance to measurable service outcomes. It provides end-to-end visibility across multi-domain, multi-vendor environments, continuously monitoring service performance against defined service level agreements, KPIs, and intent. Deliver consistent, differentiated experiences, improve operational efficiency, and translate network capabilities into reliable business outcomes across the complete service lifecycle.

Figure 4. Assurance at scale



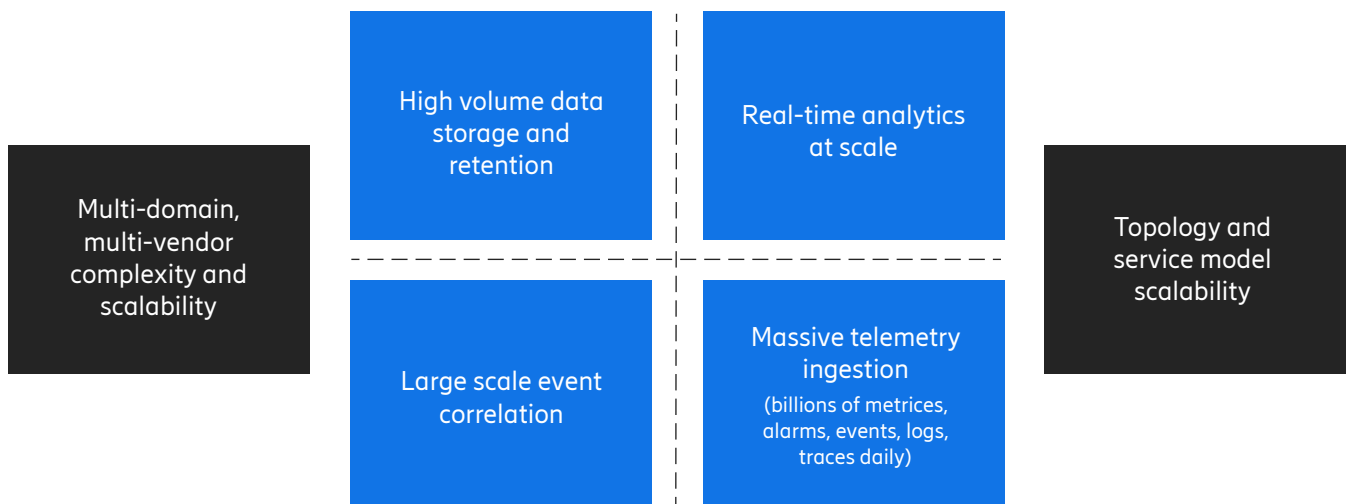
Closed-loop automation accelerates your journey to autonomous networks

Ericsson Service Orchestration and Assurance provides closed-loop automation by using consistent, real-time access to service, resource, topology, performance, and event data across domains. Unified insights generation uses

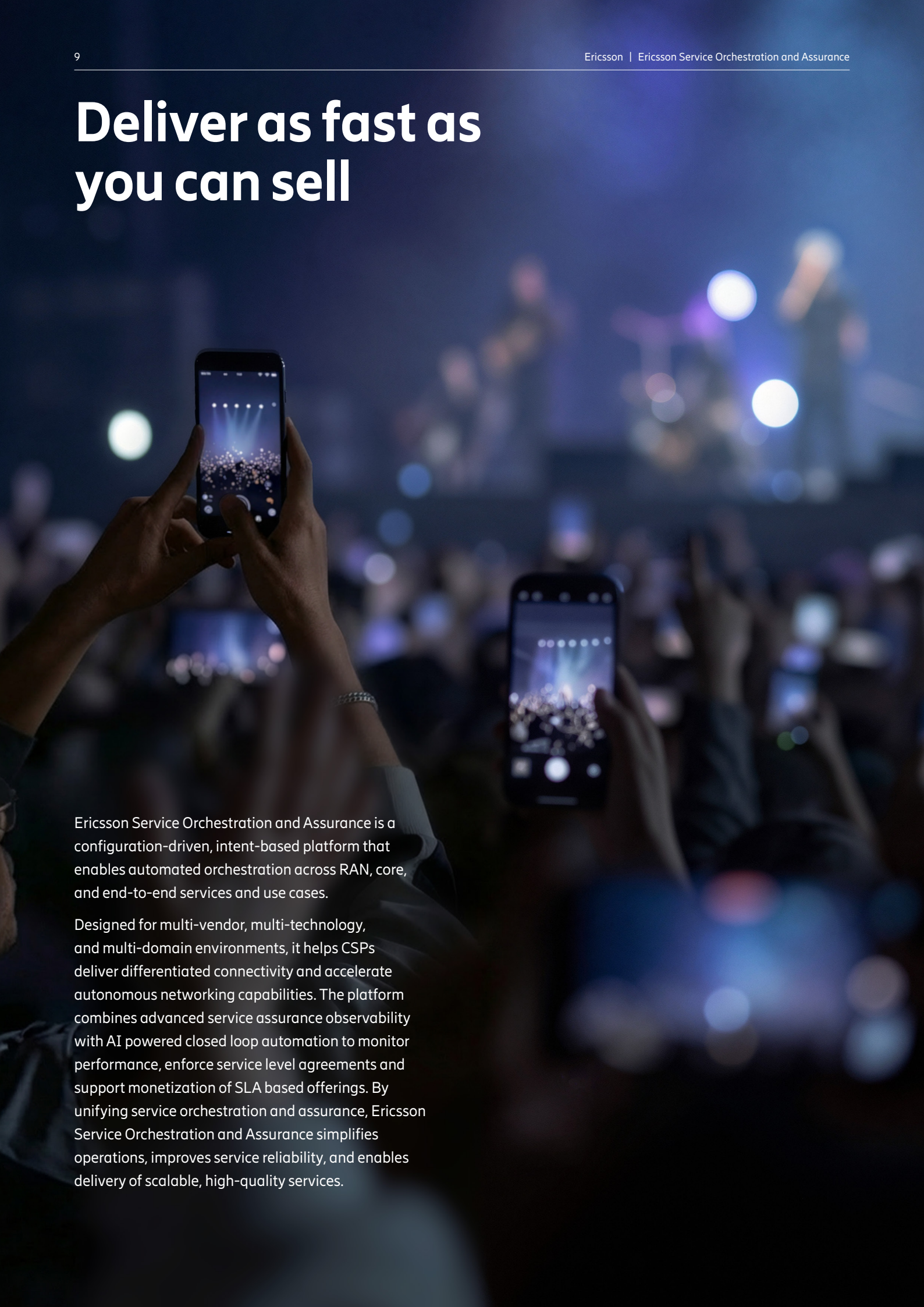
AI/ML and service context to correlate observations, detect deviations, assess impact, and recommend corrective actions. Decision-making combines these insights with intents and network conditions to select the best response. Orchestration

executes the action automatically, while assurance verifies the outcome and feeds results back into the cognitive loop. This integrated flow improves service quality, and advances you toward zero-touch, autonomous operations.

Figure 5. Insights and assurance layer is essential to enable closed-loop automation



Deliver as fast as you can sell



Ericsson Service Orchestration and Assurance is a configuration-driven, intent-based platform that enables automated orchestration across RAN, core, and end-to-end services and use cases.

Designed for multi-vendor, multi-technology, and multi-domain environments, it helps CSPs deliver differentiated connectivity and accelerate autonomous networking capabilities. The platform combines advanced service assurance observability with AI powered closed loop automation to monitor performance, enforce service level agreements and support monetization of SLA based offerings. By unifying service orchestration and assurance, Ericsson Service Orchestration and Assurance simplifies operations, improves service reliability, and enables delivery of scalable, high-quality services.

Further information

- [Service orchestration solutions](#)
- [Ericsson Dynamic Service Automation](#)
- [Ericsson Adaptive Inventory](#)
- [OSS/BSS solutions](#)
- [Omdia: Mission critical networks demand more: Rethink your OSS and BSS](#)

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.

www.ericsson.com