

Telcos must overcome cloud complexity to keep up with customer expectations

With competition in telcos fiercer than ever, ensuring flawless digital services and experiences has never been more important. But as telcos adopt cloud-native platforms and multicloud environments to better meet customer expectations, managing and securing their technology stacks becomes a lot harder.

We surveyed 130 global CIOs and senior IT leaders within large telcos organizations to gain insights into their digital transformations.



Complexity is a growing challenge

14

The number of different platforms and services spanning the average multicloud environment.

91%

of organizations say the complexity of their technology stack has increased in the past 12 months, and 58% say it will continue to increase.

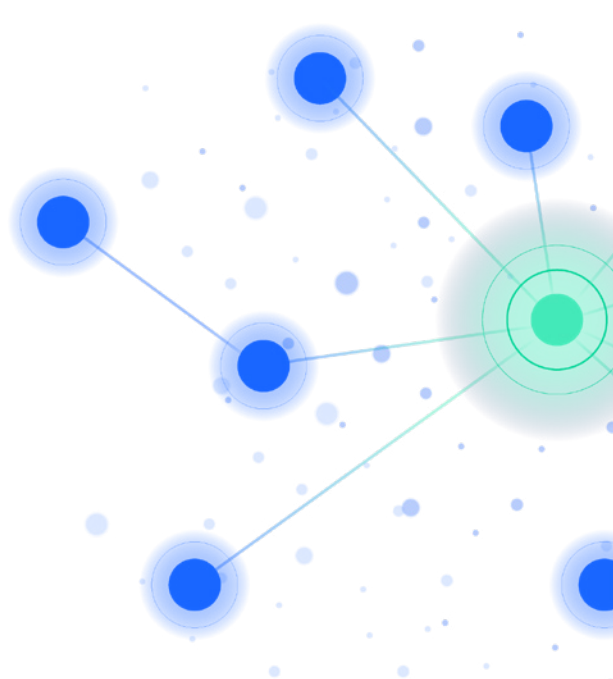
Continued reliance on fragmented monitoring tools and manual analytics adds to the challenge

11

The average number of different observability or monitoring tools telcos use to manage applications, infrastructure, and user experience.

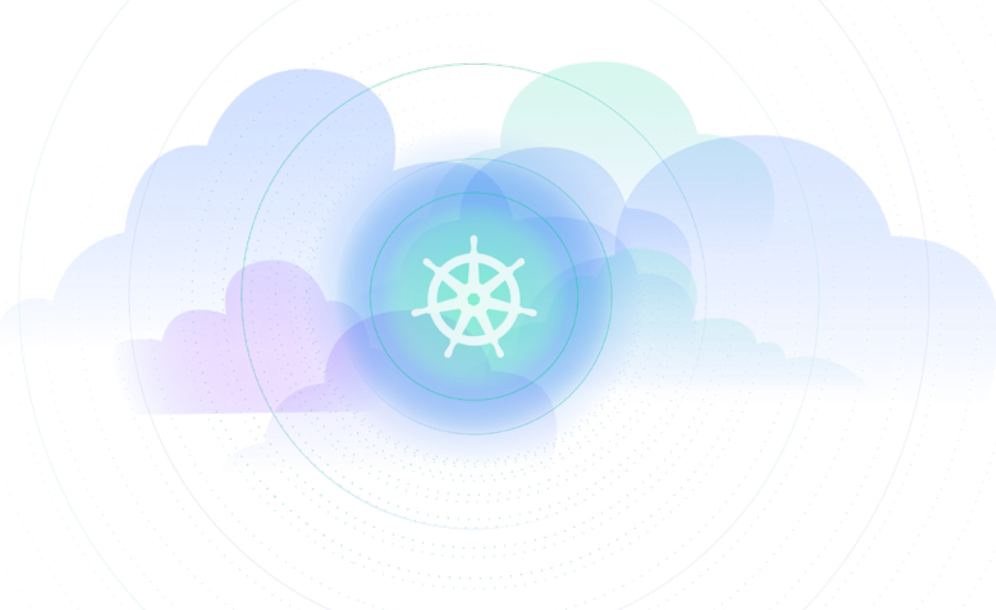
88%

of technology leaders say the number of tools, platforms, and applications they rely on augments multicloud complexity.



Kubernetes has become the platform of choice

Its scalability and efficiency are perfect for the cloud-native world, but it adds to the challenge of maintaining cloud visibility.



76%

of technology leaders say it's more difficult to maintain visibility into a dynamic Kubernetes architecture compared with traditional technology stacks.

Cloud-native technology stacks create more data than teams can keep up with

ITOps and security teams struggle with the data firehose, instead of working to drive more automation and make smarter decisions.

88%

of technology leaders say cloud-native technology stacks produce an explosion of data that is beyond humans' ability to manage.

88%

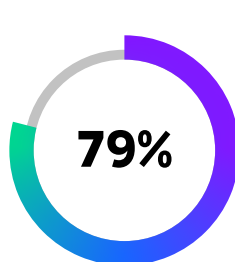
say the costs of storing and analyzing logs are soaring and outweigh the benefits they provide.

88%

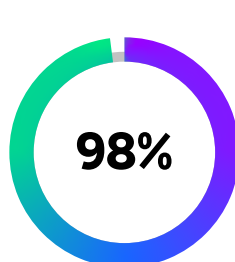
of these organizations are currently using or planning to adopt a unified platform for observability and security data within the next 12 months.

Telcos are increasingly turning to advanced AI, analytics, and automation

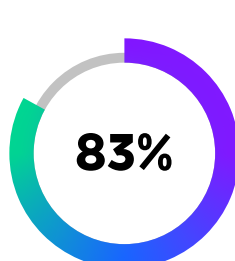
These capabilities can help overcome complexity. But most telcos have seen limited value so far.



of organizations have already adopted AIOps to reduce their multicloud complexity, and a further 21% plan to adopt it in the next 12 months.



of technology leaders say probabilistic machine learning approaches have limited the value that AIOps tools deliver, due to the manual effort required.



say the maturity of AI, analytics, and automation capabilities will play a more important role in how they choose vendors and partners.

Ready to learn more?

Read the full [report](#) to learn more insights from IT leaders in the telcos sector, as well as across other industries.

[Read the report](#)

Dynatrace can help you overcome multicloud complexity with an end-to-end observability and application security platform that uses hypermodal AI to drive smarter decisions and more efficient workflows. [Learn how.](#)