

# OSS Spending Supporting Wireless Networks Surpasses \$13 billion in 2005, Says Insight Research

BOONTON, NJ (SEND2PRESS NEWSWIRE) – The global market for wireless operations support systems (OSSes) – the IT infrastructure that performs customer care, provisioning, and management functions in wireless networks – will exceed \$13 billion in 2005, says a new research study by Insight Research. Wireless network operators are investing in new software and hardware to support new data services and an explosion of wireless customers worldwide.



**Send2Press® Newswire**

According to Wireless Operations Support Systems 2005-2010, worldwide wireless service revenues will grow from 46.3 percent of all telecommunications service revenues in 2005 to 55.6 percent in 2010 – a virtual flip compared to wired service revenues over the five-year forecast period. To keep up with a service demand that is expected to generate revenues of one trillion dollars by 2010, operators continue to invest in the OSS systems needed to manage and bill for their network services.

The \$13 billion being spent worldwide on OSS systems and the additional one billion dollars being spent on professional services for OSS installations are required to make the leap to data-intensive 3G wireless network services. Before subscribers can begin ordering wireless instant messaging, location-based services, or wireless conferencing services, upgrades must be made to

billing, provisioning, network management, RF planning and engineering, and other OSSes, the report says.

“Wireline operators are counting on new revenue streams from multimedia and content provider partnerships,” says Insight president Robert Rosenberg. “Wireless service providers will do the same, plus they can leverage an extraordinary amount of information about their customers – calling patterns, location information, data application usage, and mobile commerce – which, when amassed, provides an incredibly detailed picture of every individual in their subscriber population.” As Rosenberg also notes, “The ability to capture, organize, mine, and utilize this unprecedented wealth of wireless customer information depends on advancements in OSSes.”

Wireless Operations Support Systems 2005-2010 forecasts global IT infrastructure spending for 2G, 2.5G, and 3G networks by OSS type (customer care/call center operations, billing mediation, bill rendering, RF planning and engineering, provisioning and inventory management, trouble repair/service assurance, network management, fraud management, business management, workforce management, and wireless number portability applications), as well as spending on professional services to integrate OSS systems for each geographical region (North America, Europe/Middle East/Africa, Asia-Pacific, and Latin America/Caribbean).

A free report excerpt, table of contents, and ordering information is online at [www.insight-corp.com/reports/woss05.asp](http://www.insight-corp.com/reports/woss05.asp)

News issued by: Insight Research Corporation

# # #

Original Story ID: (996) :: 2005-11-1110-003

Original Keywords: Insight Research Corporation, OSSes, Wireless Operations Support Systems 2005-2010, report, study, research, wireless service revenues, Robert Rosenberg, OSS installations, telecom Insight Research Corporation