Communication Service Providers (CSPs) are at an inflection point. Digitization and virtualization continue to disrupt the way services are configured and delivered. The exponential growth in traffic continues to compound the complexity of network operations. CSPs looking to reinvent themselves are challenged with delivering services that are relevant, immersive, and customizable, with minimal friction. Network automation is a key ingredient for the transformation CSPs are seeking, while also being able to use on-box and off-box data to gain real-time, actionable insights. They have to rethink how to best operate their networks.

Communication Service Providers have to consider a different approach and architecture for transforming their operations into a faster, more agile, less complex, and cost-effective service delivery environment. Software-Defined Networking (SDN), Network Function Virtualization (NFV), automation, and analytics all play important roles in this transformation. The challenge is in how to bring all these critical elements together so that they create a scalable, efficient, multivendor environment.
Cisco Crosswork Network Automation delivers an operations transformation framework for addressing the business challenges that service providers face as they seek to transform their operations and business model. Cisco Crosswork Network Automation provides:

- A modular application ecosystem with open APIs to accelerate application and service development
- Common best-in-class infrastructure software functions to improve time to market
- A multivendor collection and deployment service that is scalable, agile and flexible

Cisco Crosswork Network Automation increases network resource utilization through the use of closed-loop real-time network monitoring and optimization capabilities—shortening the time it takes to make changes to the network and services. Major business benefits include:

- Reduction in long-term network infrastructure CapEx by 30 to 40 percent
- Reduction in development cost and time to market by 20 to 30 percent by providing a common set of software functions
- Reduction in errors with data integrity from single source of truth for all data and inventory