

# The State of FinOps in Telecom 2022

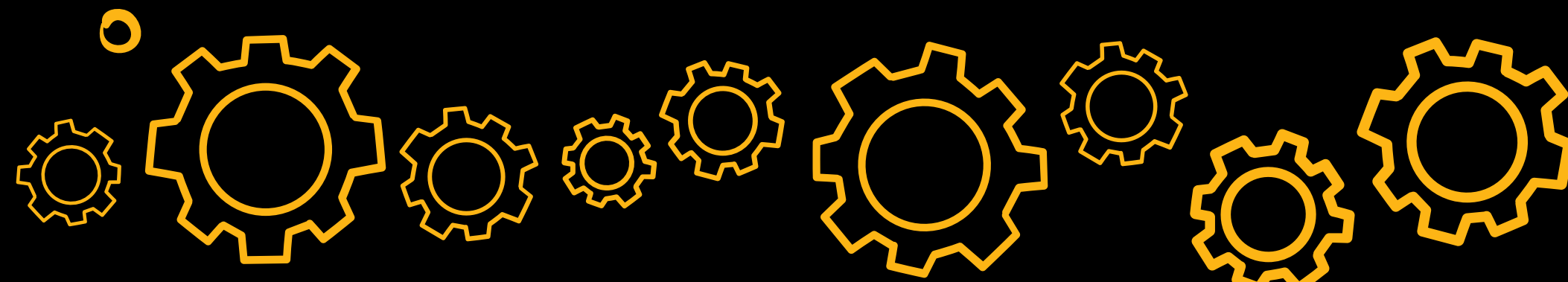
Survey report by Amdocs Cloud Operations Services

As cloud uptake continues to grow over the coming two years, Cloud MSPs are set to play a major role in enabling CSPs to optimize costs and reduce cost wastage (FinOps), while providing all necessary technical capabilities to scale up quickly.

The benefits will be seen in greater cost reduction, freeing funds for further investment and enabling a better customer experience.

## CSPs' cloud share is steadily growing

**64%** are running at **least a quarter** of their workloads in the cloud



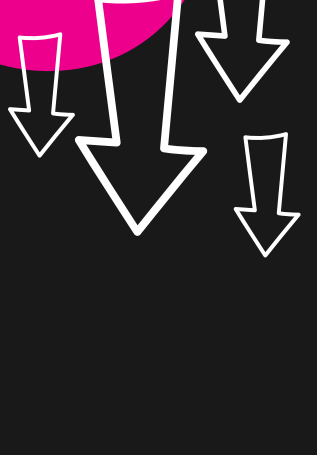
## What does it mean in \$\$\$?

CSP cloud spend surged to **\$38 million annually**



..and some (10%) spend more than **\$60 million annually on cloud usage and services**

## 0 Not a single CSP



sees a decline in cloud usage

(Not great when entering a year of recession)

## CSPs are not predicting cloud usage right:

More than half say spend was somewhat **HIGHER** than expected

**But...** **37%** say it was **SIGNIFICANTLY HIGHER** than predicted

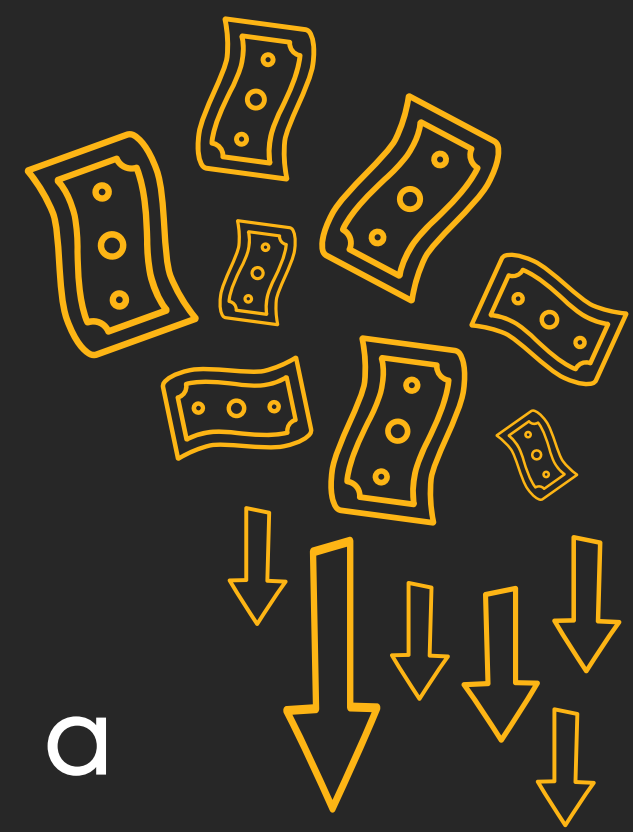


## OK, so CSPs need FinOps

What level of optimization are we talking here?



Most CSPs (**68%**) who implemented a FinOps solution reported a



**noticeable difference in cost reduction**

Even more optimization, as well as better cost and cloud management can be achieved with the help of Cloud Managed Services Providers (MSPs)

..and indeed, **46%** of CSPs rely on

## external vendors

to manage their daily cloud FinOps operations



MSPs are essential in setting the right optimization policies and introducing automation into the FinOps process

But only **34%** of CSPs say their cloud optimization policies are

**fully automated** while **58%** say they're **somewhat automated**



### Who did we ask?

In April and May 2022, Coleman Parkes Research questioned 50 senior decision makers in Tier 1, Tier 2 and major MVNO CSPs across the globe about their cloud uptake, views and FinOps approaches. Key respondents included CTOs, CIOs and heads of FinOps.