

# 12:50–13:10 | From Digital Networks to Outcome Experience



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Head of Partnerships & Telco Market Lead

**Google** Cloud

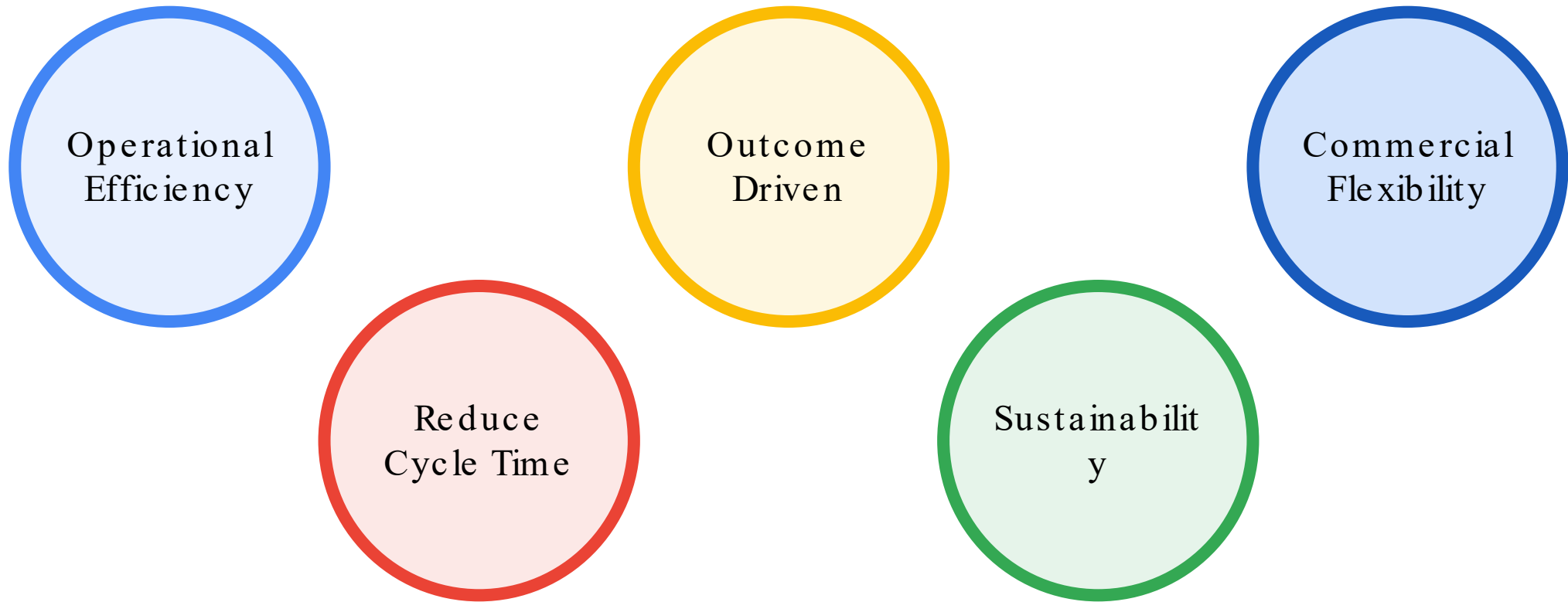
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Principal Innovation & Strategy Manager

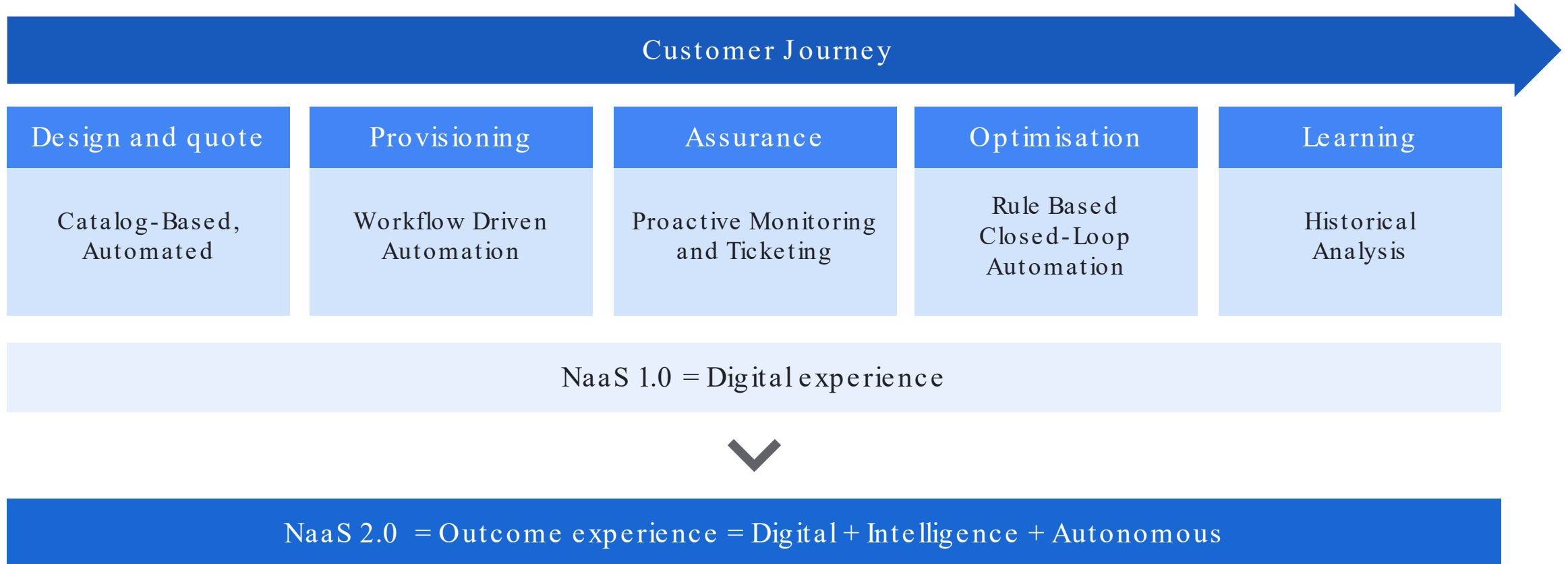
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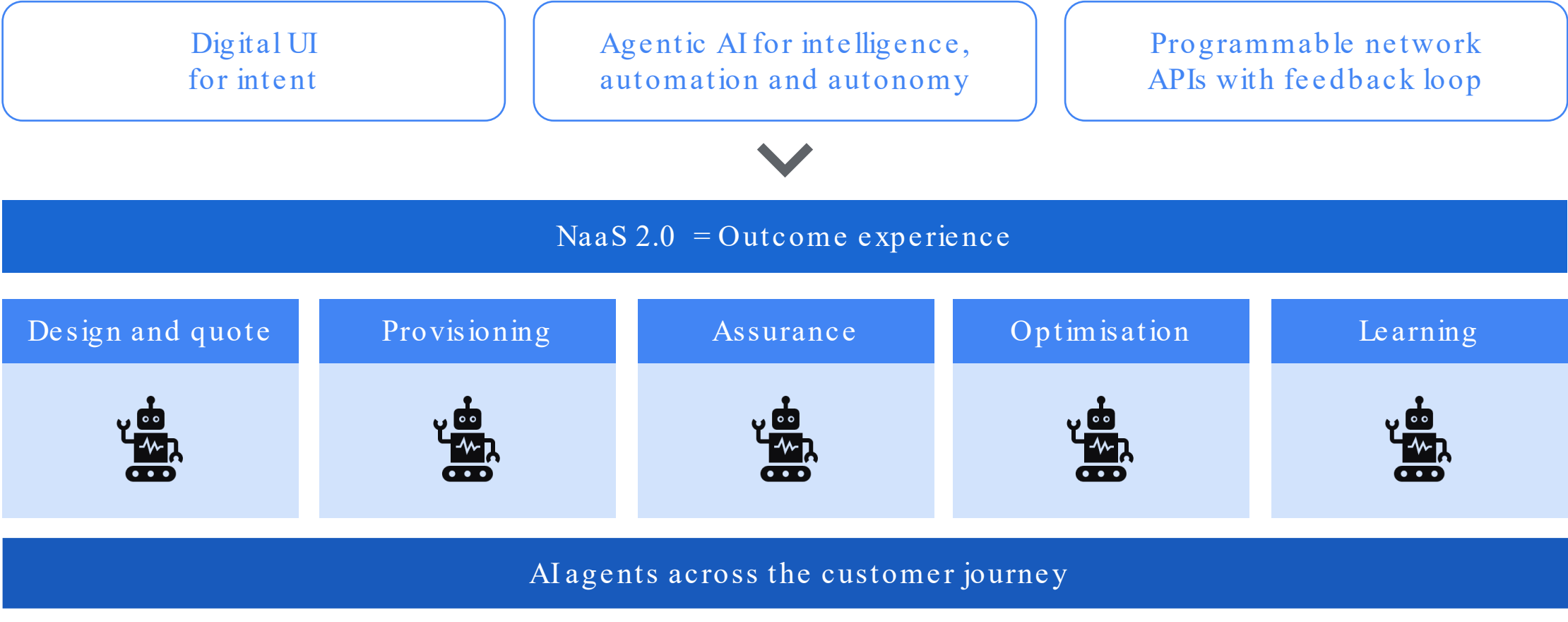
# What do customers want?



# NaaS tackles customer challenges, but advancements needed



# Outcome experience: Building blocks

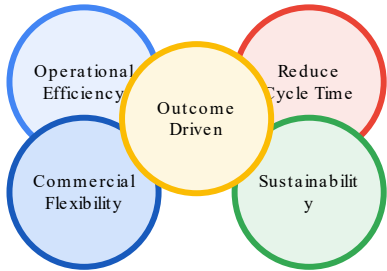
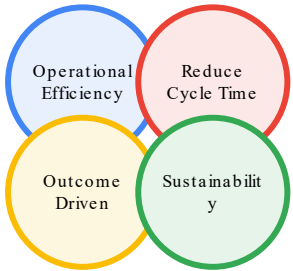
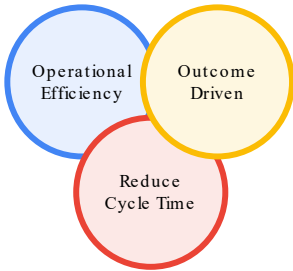
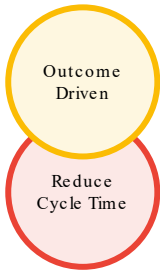
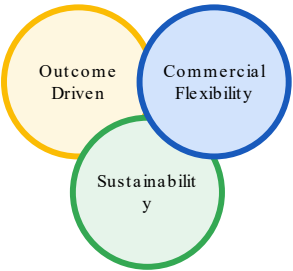


# Outcome experience delivers value, while addressing customer challenges

NaaS 2.0 = Outcome experience powered by AI

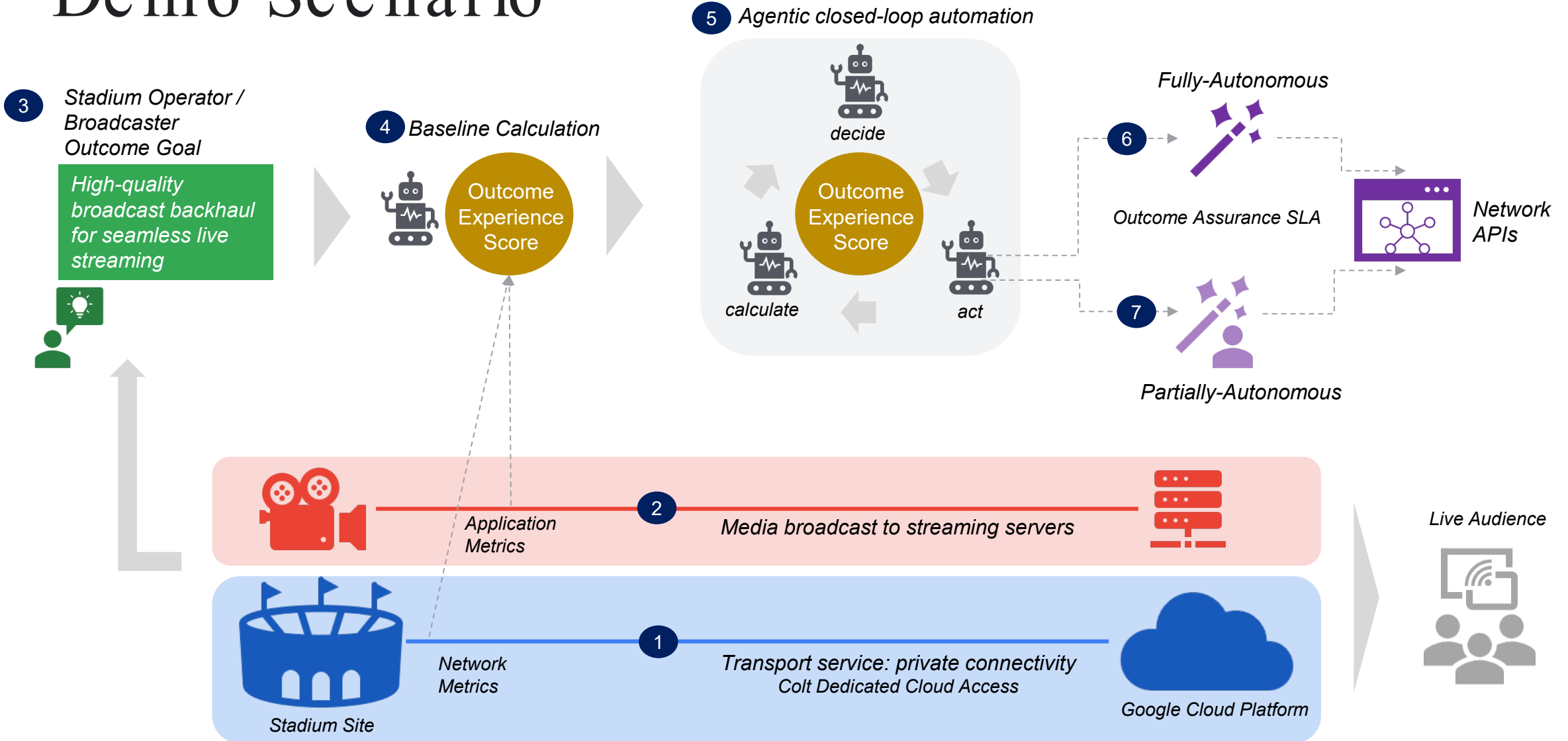


Design and quote	Provisioning	Assurance	Optimisation	Learning
Outcome based service design and optimised cost	Rapid, autonomous provisioning with outcome compliance	Proactive, predictive, self-healing for the outcome	Continuous AI-driven alignment for the outcome	Adaptive Intelligence based on outcome



Maximum unlock of value (Focus for demo)

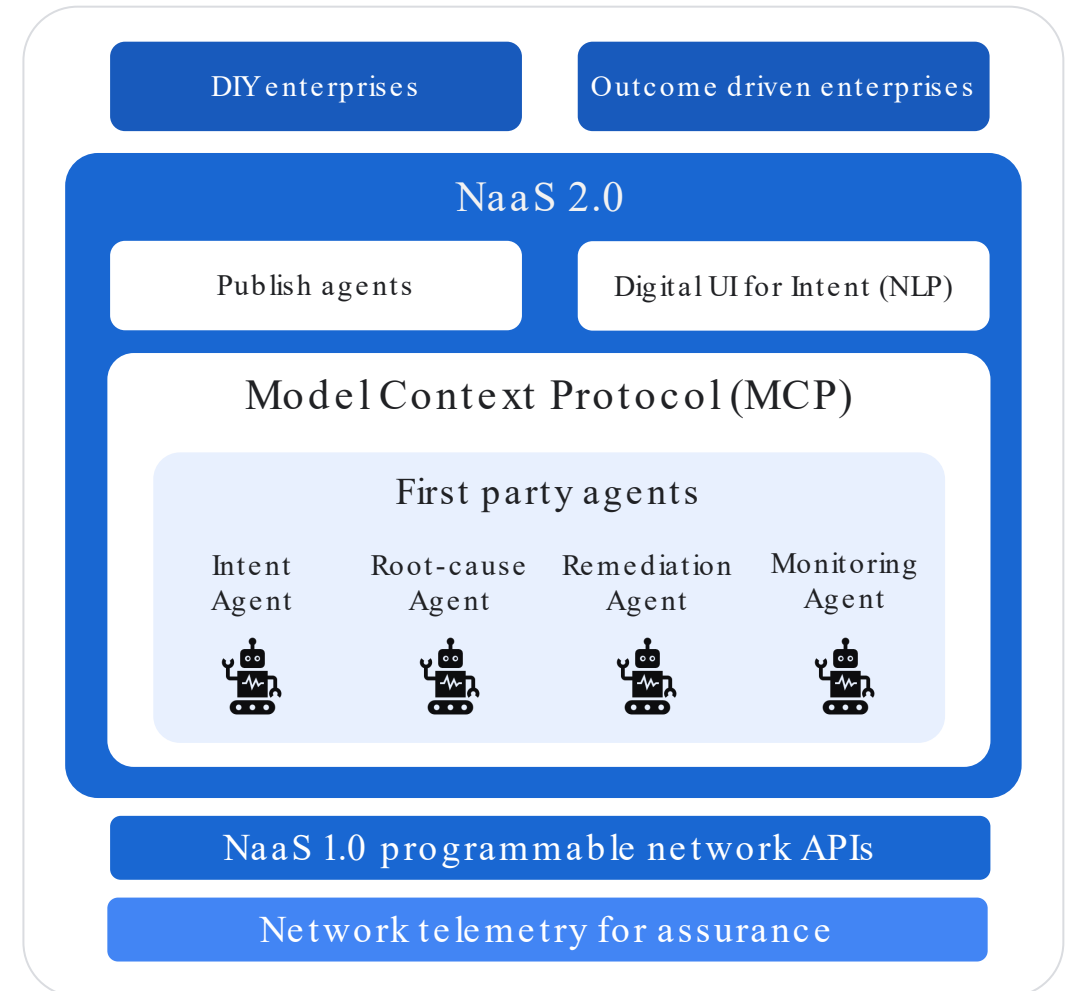
# Demo Scenario



# The outcome experience evolution to NaaS 2.0

NaaS 2.0 = Outcome Experience powered by AI

- Extend existing NaaS 1.0 API into MCP (Model-Context-Protocol)
- Provide first-party AI agents that enterprises can extend or consume
- Empower DIY enterprises to build custom AI-NetOps workflows
- For outcome-driven enterprise deliver NaaS 2.0 outcome experience as a service

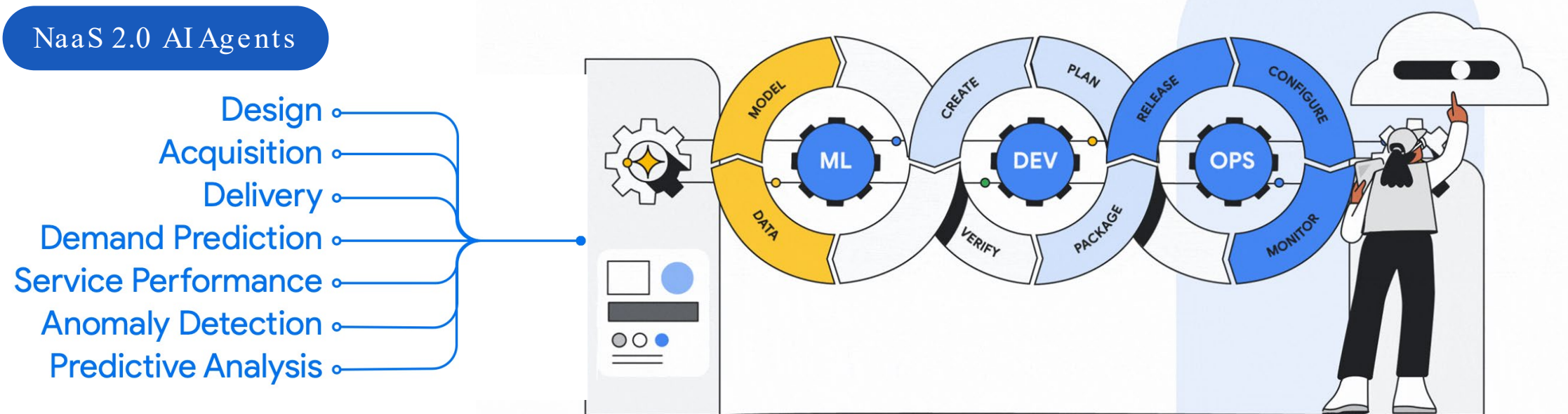


# NaaS 2.0: Art of the possible for an enterprise customer

Autonomous, Self-Driving Networking  $\Rightarrow$  DIY Approach

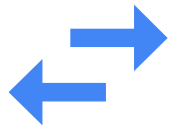
Intent-driven networks results in:

- People Managed Devices  $\rightarrow$  People Managed Agents
- People Orchestrated Workflows  $\rightarrow$  People Curated Agents
- People Designed Networks  $\rightarrow$  People Defined Outcomes





# Key takeaways



## NaaS 2.0

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Evolution of NaaS 1.0 powered  
by AI, delivering  
Digital+Intelligence+Autonomy



## Outcome experience

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NaaS 2.0 delivers results to  
the customers, abstracting the  
underlying complexities



## Flexible and extensible AI

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AI driven automation that meets  
customer's needs



**Global NaaS Event**

