

# Panel Discussion: The NaaS Customer Experience— Exploring Essential Features



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# MEF NaaS Customer Experience WP

## Transformation Drivers:

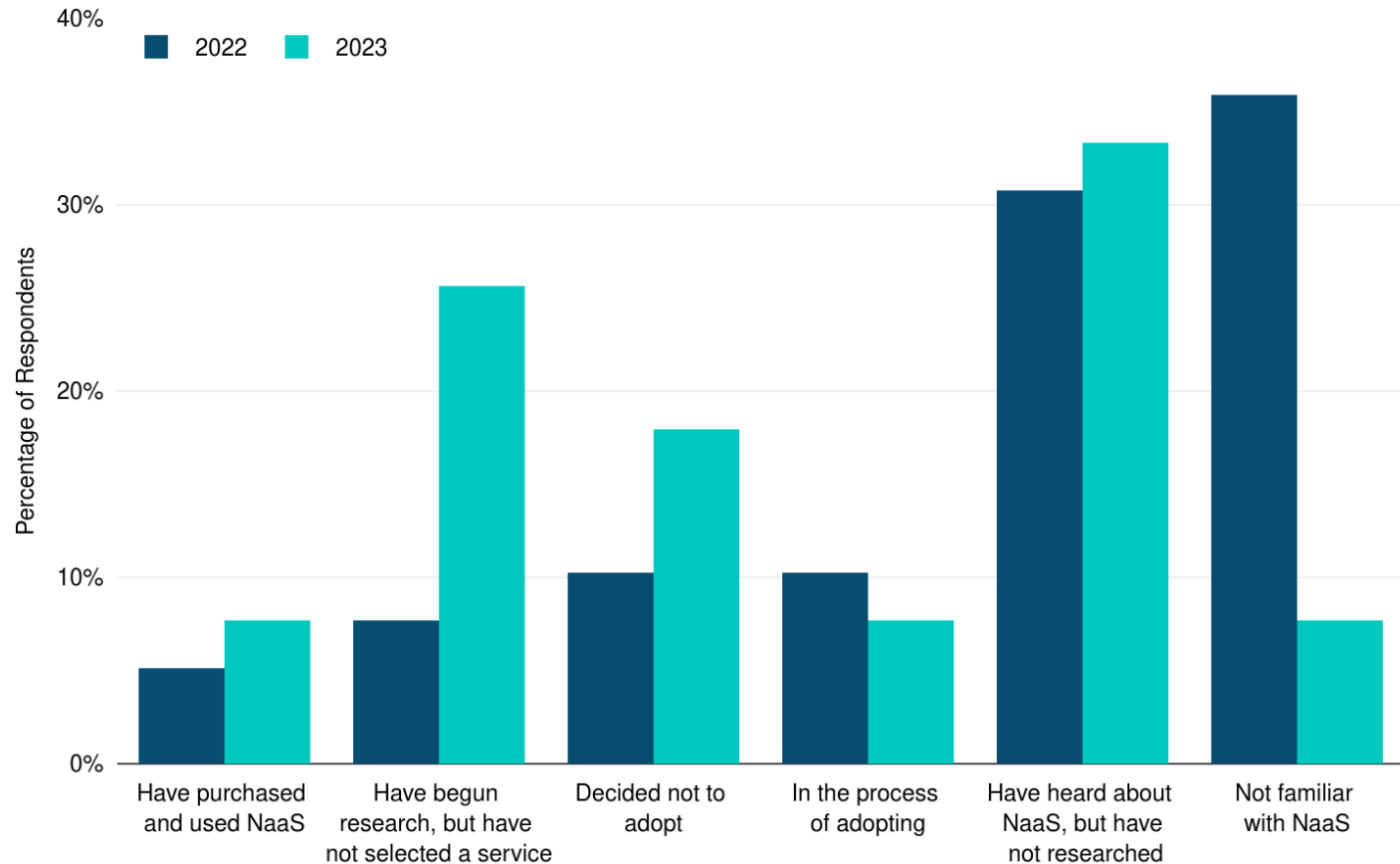
- Enterprises are increasingly moving their workloads to cloud environments, which offer major benefits like scalability and agility, allowing enterprises to spin up applications, and scale them up and down, in near real time. However, the networks required to connect to these workloads are still often sold and managed in a legacy format, with long, fixed-term contracts and lengthy delivery timelines.

## NaaS Definition:

- Combination of one or more of the following across a standards-based automated ecosystem:
  - on-demand connectivity;
  - application assurance;
  - cybersecurity;
  - and multi-cloud-based services

# NaaS adoption is low, but interest is growing

## NaaS Stage of Adoption (2022-2023)



- Enterprises already using NaaS grew only slightly from 5% to 8%
- Respondents researching the service rose rapidly to more than one quarter
- Respondents unfamiliar with NaaS fell from more than one third of to less than 1 in 10



Global NaaS Event  
By MEF