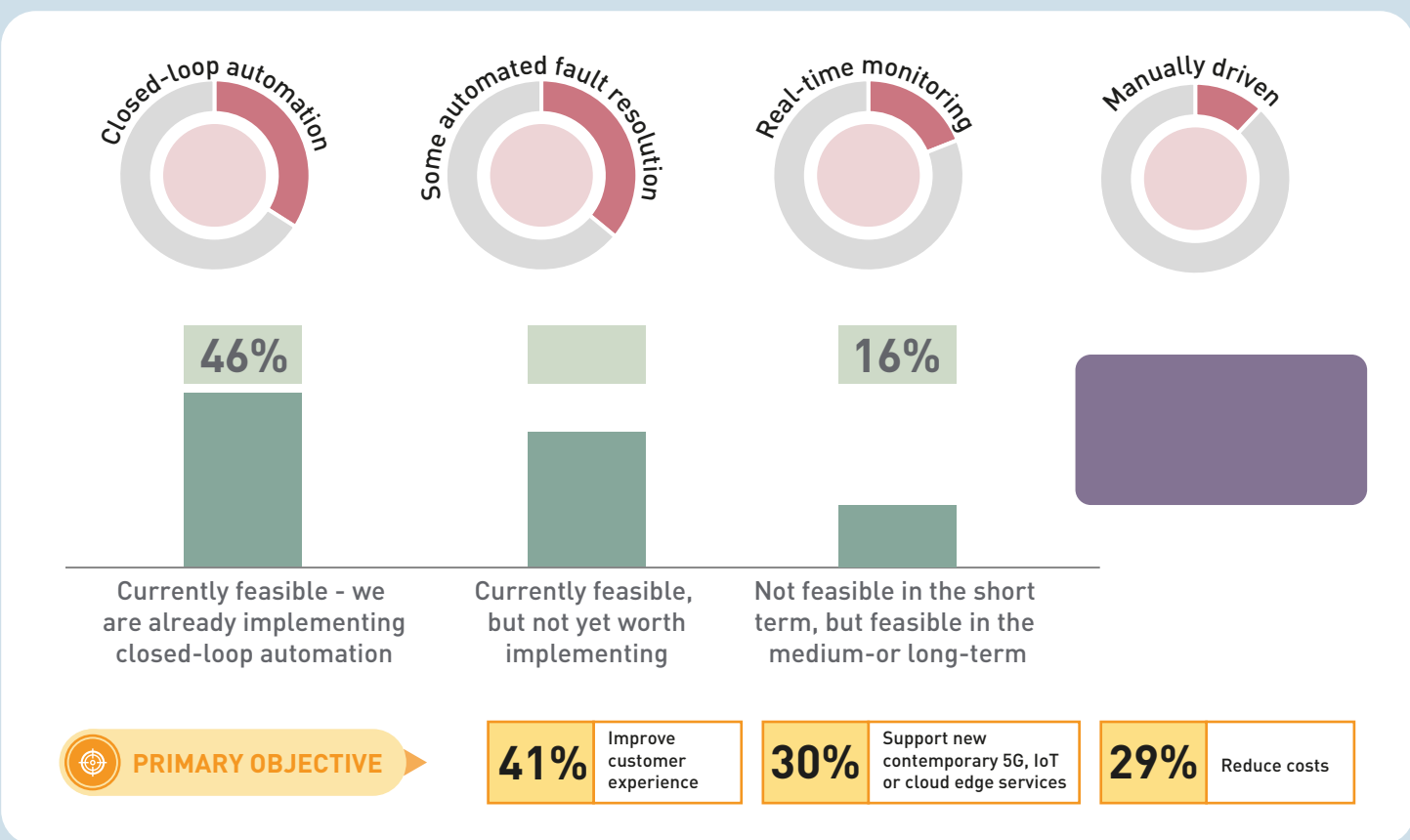
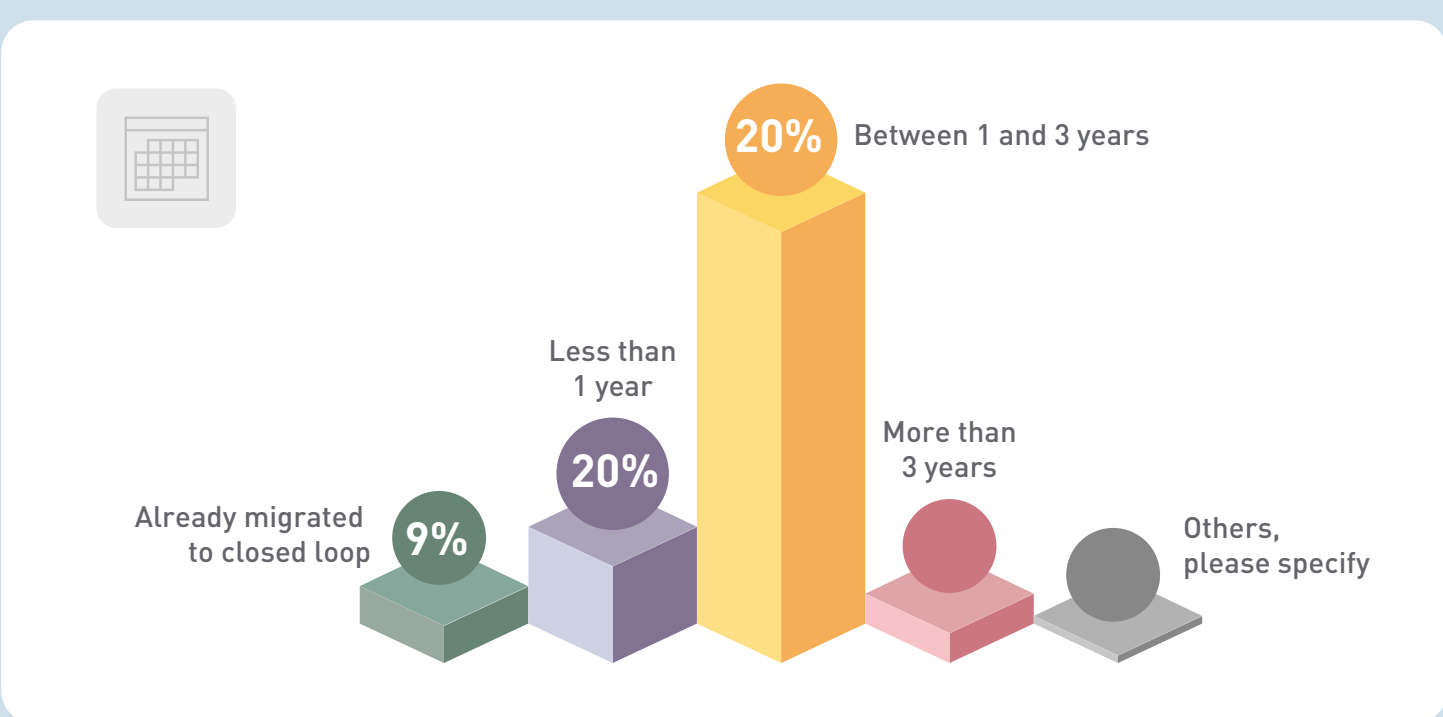


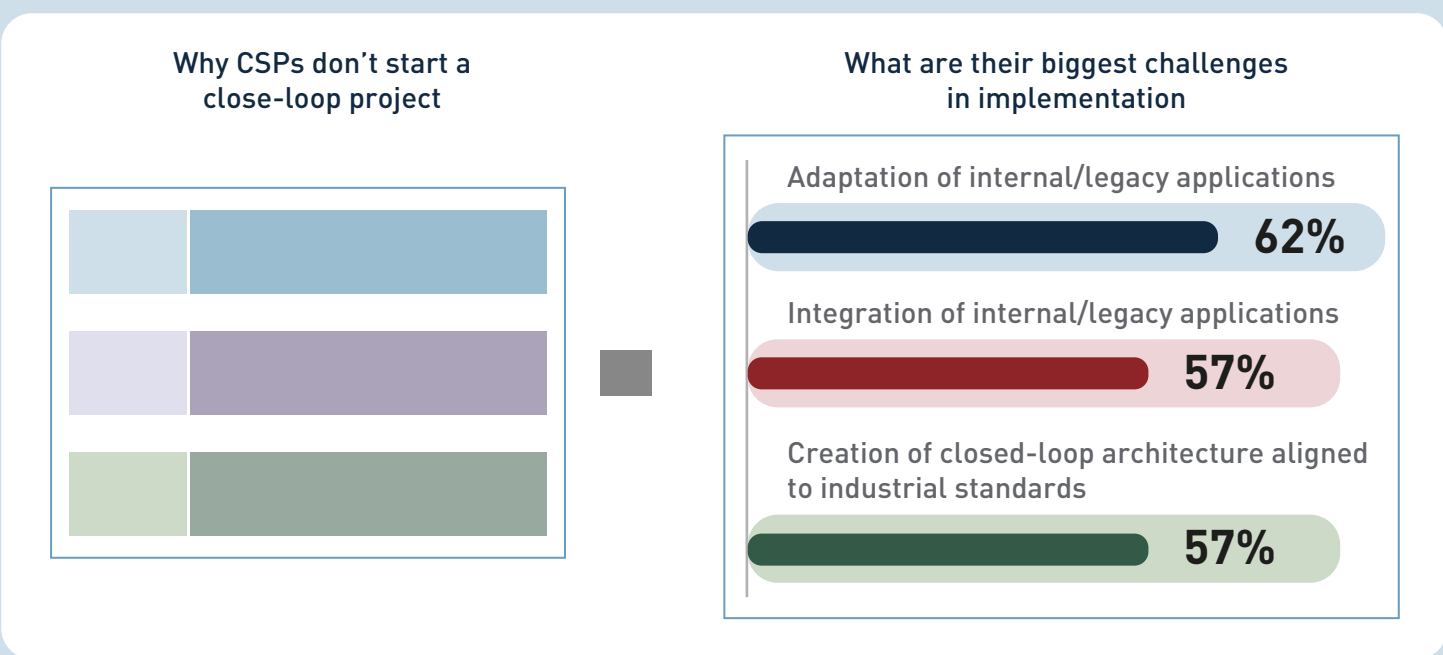
# All CSPs consider closed-loop automation to be feasible in the medium-term, improving CX is the primary objective



## Most respondents say the majority of their processes will support closed-loop in the next 1-3 years



## Organizational resistance to change and insufficient ROI are barriers to implementation; legacy apps will prove the biggest challenge



## Respondents are most likely to engage a single specialist solution vendors to deliver closed-loop

