

The State of Process Orchestration in Telecommunications (2025)

With the world generating **2.5 quintillion** bytes of data daily, over **8 billion** mobile connections, and 5G set to drive mobile data traffic to nearly **330 exabytes** per month by 2028, Telcos must manage immense data volumes and intricate networks.

Introduction

Organizations must automate while avoiding complexity traps. AI & automation investments require process orchestration to deliver value.

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2.5

quintillion bytes of data created daily.



8B+

mobile connections worldwide.



5G

to hit 330 exabytes/month by 2028.

The Rise of Uncontrolled Complexity

Companies struggle with API expansion, growing endpoints, and fragmented systems. Orchestration is key.

Rising Telco Complexity Requires Seamless AI Integration across employee and customer journeys



86%

say endpoint growth is exponential.



45

different types of components and endpoints in average Telco, nearly 20% increase.



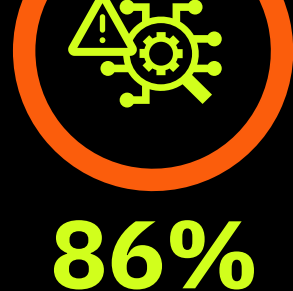
60%

must seamlessly integrate core enterprise apps (SAP, Oracle, Salesforce).

AI: The Double-Edged Sword

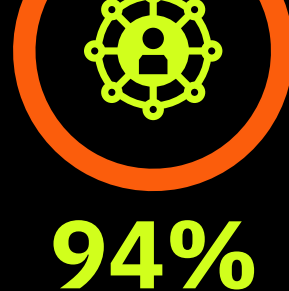
AI enhances operations but introduces compliance risks, complexity, and integration challenges.

Accelerating AI adoption with process orchestration mitigates risk



86%

say AI transparency issues create compliance risks, as AI-driven network automation lacks full integration.



94%

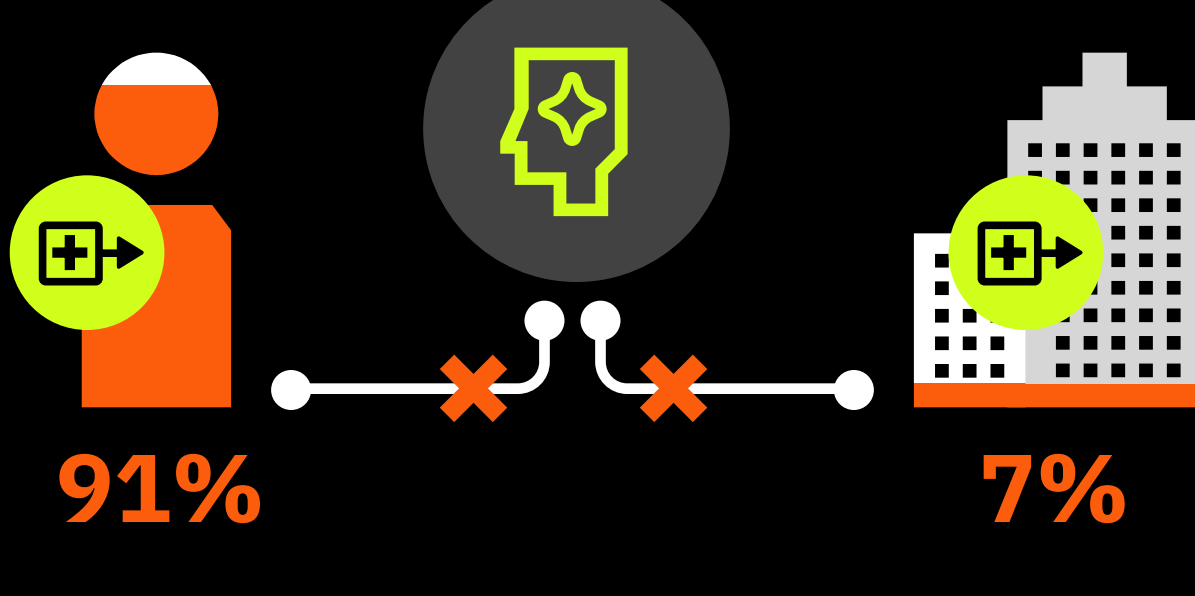
say AI must be integrated across network & CX to maximize efficiency and customer satisfaction.

The Current State of Process Automation

Most companies have automated under 50% of their operations and struggle to scale.

Pockets of AI innovation add to tech debt without orchestration

91% use process orchestration but only **7%** enterprise-wide, leaving AI-based optimizations trapped in silos.



Business-IT Misalignment

Lack of alignment delays automation efforts and AI integration.



77%

say process change delays impact telco agility, slowing AI-driven network innovations.



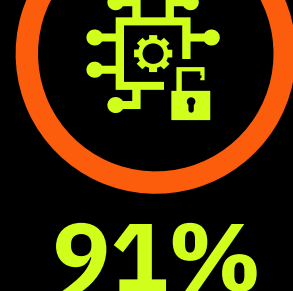
82%

say miscommunication leads to incorrect implementations, causing AI insights to be lost across processes.

Process Orchestration as the Key to Hyperautomation

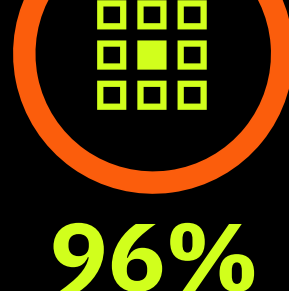
Companies recognize orchestration as essential for unlocking automation & AI benefits.

Mitigating risk requires a composable platform



91%

use process orchestration, but AI must be fully embedded to unlock value.



96%

say composable is vital for future-proofing, ensuring AI can adapt alongside evolving telco infrastructure.

Future-Proof Your organization:

Adopt process orchestration to manage complexity, boost efficiency, and stay competitive.

[Read more](#)

About Camunda

Camunda enables organizations to orchestrate and automate processes across people, systems, and devices to continuously overcome complexity, increase efficiency, and fully operationalize AI. Built for business and IT, Camunda's leading orchestration and automation platform executes any process at the required speed and scale to remain competitive without compromising security, governance, or innovation. Over 700 companies across all industries, including Atlassian, ING, and Vodafone, trust Camunda with the design, orchestration, automation, and improvement of their business-critical processes to accelerate digital transformation.

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