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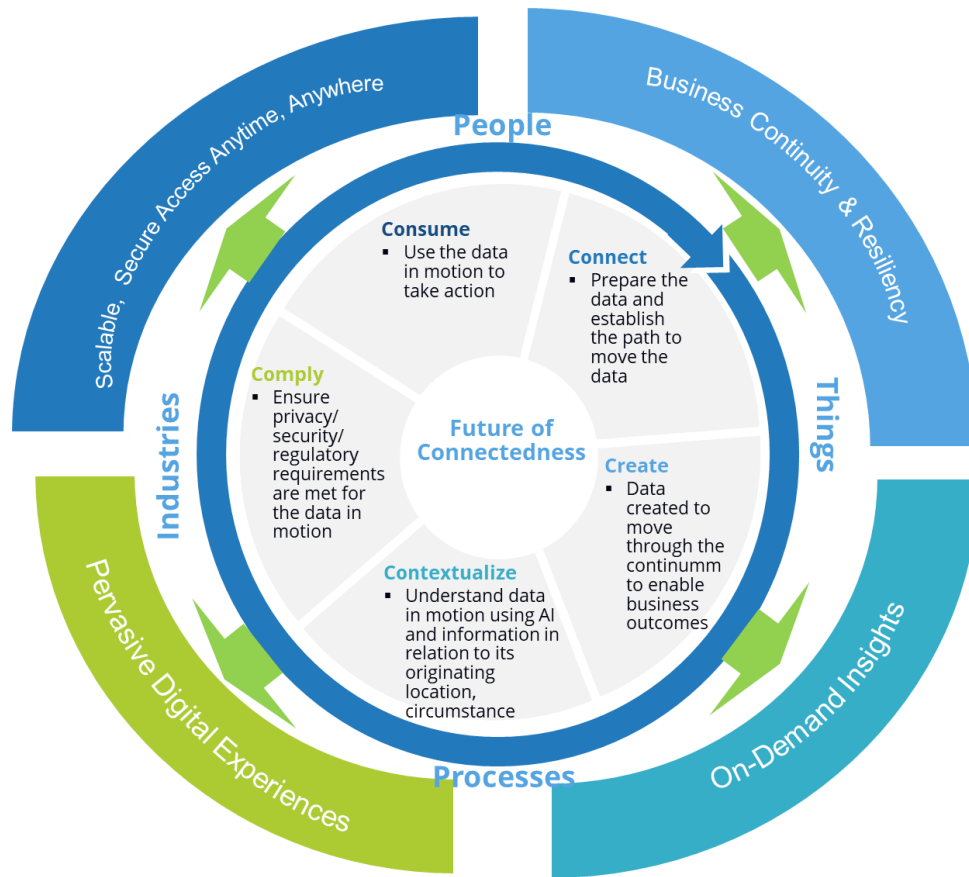
## 5G & The New Digital Operating Paradigm in Telco

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# Future of Connectedness: The Digital Telco Operating Model

## Shift From Network Toward Software-driven Telco



Focus on Business Outcomes

- **Scalable, Secure Access Anytime, Anywhere**  
Improved customer experience
  - Real-time, meta-data driven operations and monetization across ecosystems and partner channels
- **Business Continuity and Resiliency**  
Sustained revenues, Improved operational efficiency
  - Flexibility to scale resources, closed loop operations, self-healing
- **On-Demand Insights**  
Higher customer engagement, stronger brand loyalty
  - Allowing real-time, usage-based data insights 24/7
- **Pervasive Digital Experiences**  
Higher customer engagement, stronger brand loyalty
  - Ensure sufficient coverage and capacity to deliver digital information, commerce, collaboration among employees, customers, partners

# The Myth About The 5G Killer Application

## 5G technology is here, but can you make a 5G business?

Nearly  
**10%** of all  
mobile connections will  
be 5G by 2023 (IDC)

**\$1 trillion**  
capex to be spent on 5G  
between 2018 and 2025 (GSMA)

In 2019, 5G became a commercial reality, but its true potential lies in the future, and is largely unknown

**How do you prepare for the unknown?**



**CSPs  
must ask  
themselves:**



- Have I identified vertical use cases, and partners, to start building my 5G business?
- Can I integrate with partners to build targeted services?
- Can I support new business models to make these use cases a commercial reality?
- Am I agile enough to grow my 5G business with new use cases and business models that nobody has thought of yet?

# Telco Cloud Evolution Requires Holistic Technology Strategy Planning

## Holistic telco cloud strategy underpins the evolution to 5G

Telco cloud evolution happening in parallel and supporting 5G



Holistic, microservices-driven, cloud/virtualization-based, distributed telco infrastructures underpin the evolution path to 5G telco operations



Cloud underpins improvements in **operational efficiency:** continuous closed loop self-healing, scaling resources due to virtualized, private/public, and distributed cloud infrastructures



**Innovation booster:** new markets, net new services, upsell revenue opportunities, outrun commodity rat race



**New business models:** pay-as-you-go and pay-as-you-grow enable B2B2B and B2B2C



**Agility:** time to market reduced from months to hours



**Monetization:** of event-based, cognitive, transactional 5G services

# Business Model Innovation – Across Ecosystems

## Business models may be complex, but managing them must be simple



Simple and easy access for those who need it must be coupled with thorough and pervasive security – new 5G applications put connectivity into critical functions, and security risks cannot be tolerated.



### Customers need



To order and manage services with just a couple of clicks, and have a strong omni-channel ecosystem taking in new touchpoints such as new IoT devices and smart vehicles



### Partners need



Easy onboarding and integration through APIs, as well as robust partner management to support their diverse business models and services



### CSPs need

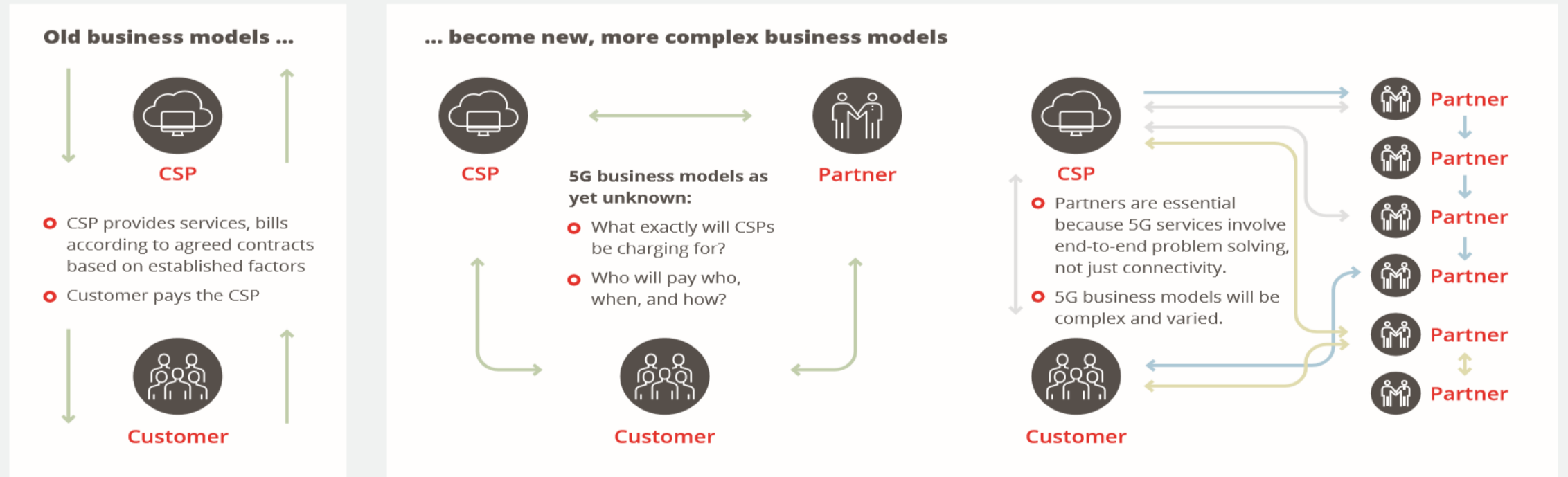


Quick design, creation, and deployment of services with user-friendly interfaces for non-technical users, as well as order management to support real-time delivery of complex, on-demand services

**Supporting quick time to market  
for all new 5G-enabled services**

# Digital Value Creation Ecosystem Value Chains

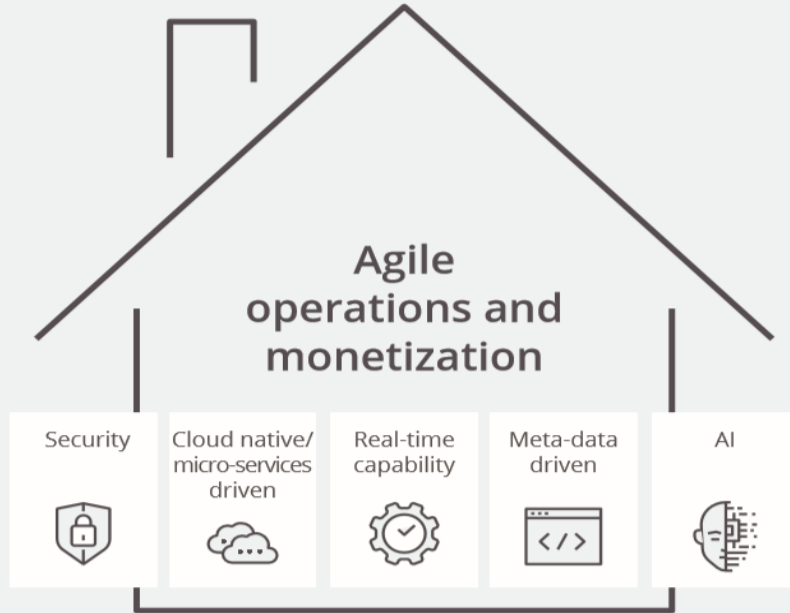
5G business models demand **flexibility, agility, and everything real time**



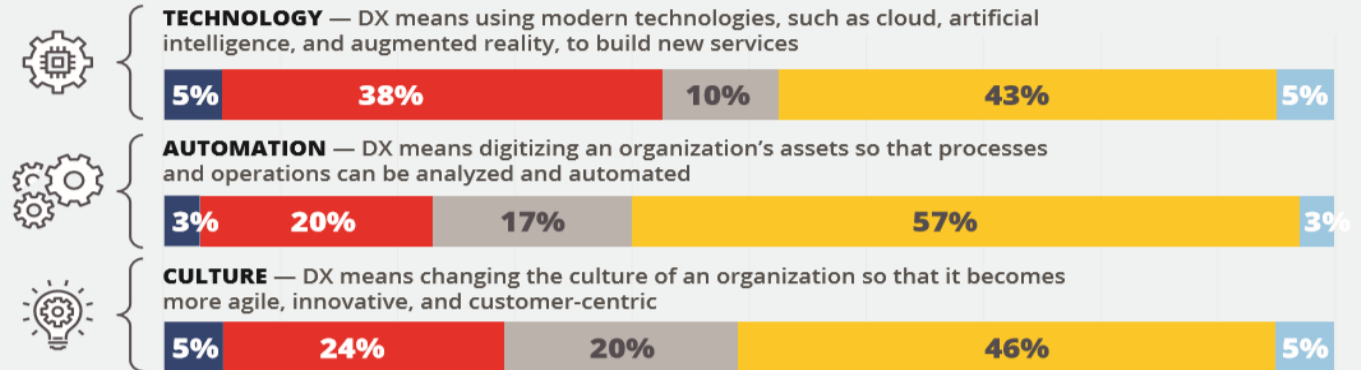
IT systems must support experimentation, scaling what works and quickly discarding what doesn't.

# The 3 Fundamental Pillars for 5G Capitalization: Technology, Automation and Culture

The right technology foundations must be in place



Preparations for 5G monetization are part of the journey to total organizational DX maturity



- Small, ad hoc projects, with no companywide DX vision or plan
- Business units are doing their own DX projects, with limited sharing or collaboration with other units
- A companywide digital strategy exists, but it is under-resourced or has not made much progress
- A companywide digital leadership team and strategy is in place, leading DX across operational, service, and customer-facing teams
- DX has already transformed your business and operations

# CSP Action Points to Achieve Early Mover Advantage in Digital Business with 5G

- ✓ Timely investments in software-driven, cloud-based, cognitive and data-driven Telco service delivery environments
  - ✓ Incremental shift through microservices-based design and operations
- ✓ Re-Design of Operational and Service Delivery Model
  - ✓ DevOps or DevTest Environments – fusion of development and operations across Network, IT, Innovation (CI/CT/CD)
  - ✓ Autonomous data-driven operations (AI/ML)
- ✓ Congruent modernization of operational and monetization capabilities to capitalize on backend infrastructure investments (5G, Edge, IoT)
- ✓ Business model innovation parallel to technology investments to fully exploit underlying technologies of digitalization
- ✓ Cultural change management and corresponding adaptive organizational models will be inevitable for your digital technology transformation moving forward



# Thank You! Any comments or questions please contact me at:

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