

# Global ICT Trends for Telecommunications Operators

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February 6<sup>th</sup>, 2018



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# Multitude of Trends Creating Market Transitions

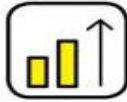
Science of Management		Next-Gen Technologies	Agile SOA	Smart, Linked Devices	New Forms of Data
Green Priorities	Virtualized Infrastructure	Customer-Centric Pricing	Agile Delivery Models	Productization of Services	
Emerging Markets	New Niche Entrants	Over-Burdened Public Sector		Distributed Co-Creation	Fast Partnering
Technology Generation	Rise of Personal Income		Info-Based Business Models	Regulatory Compliance	Interactions

# Top Trends for 2018 from Gartner Group

## Intelligent



AI Foundations



Intelligent Apps and Analytics



Intelligent Things

## Digital



Digital Twins



Cloud to the Edge



Conversational Platform

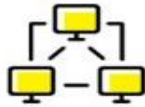


Immersive Experience

## Mesh



Blockchain



Event-Driven

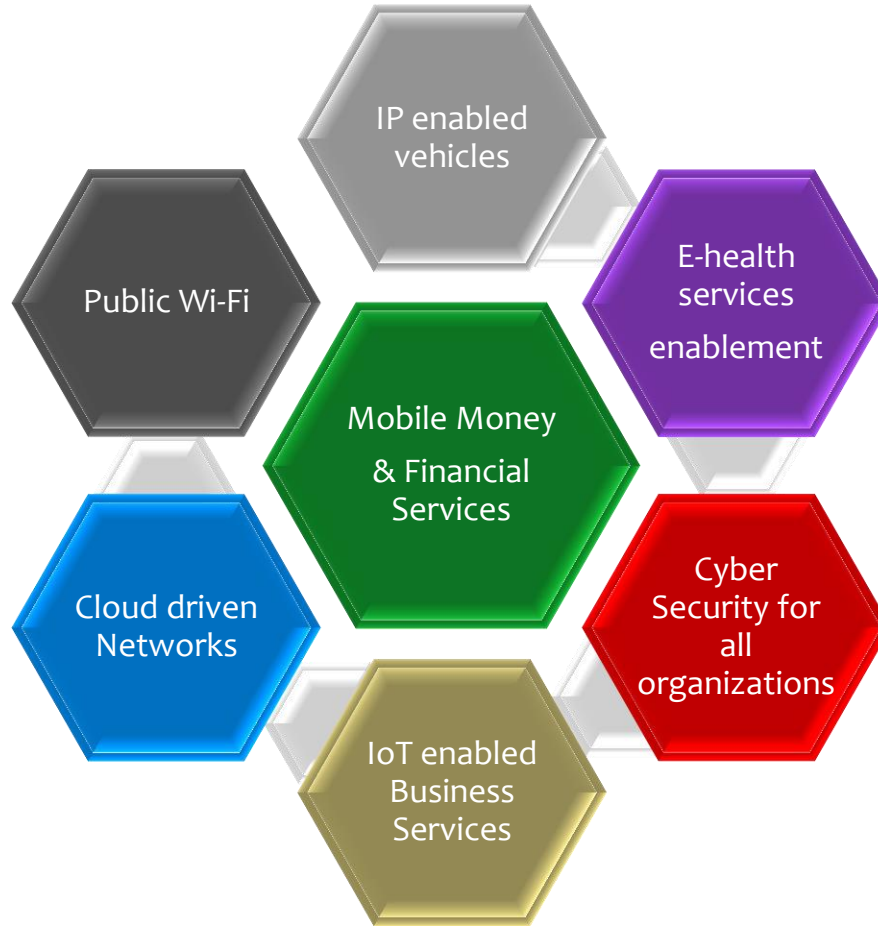


Continuous Adaptive Risk and Trust

# Top Trends for 2018 from Forrester

1. **IoT applications will transform key industries**
2. **Blockchain will drive transformation in financial services**
3. **Automated security intelligence will transform infrastructure and network management**
4. **Customer and employee experience will be redefined by mobile apps**
5. **AI will drive software applications to learning and auto healing**
6. **Digital employees will supplant white collar job functions**
7. **Insight driven firms will replace traditional market research**
8. **Customer experience management will be embedded in more services**
9. **Data privacy applications will become critical in brand value**
10. **Public clouds will accelerate business innovation and agility**

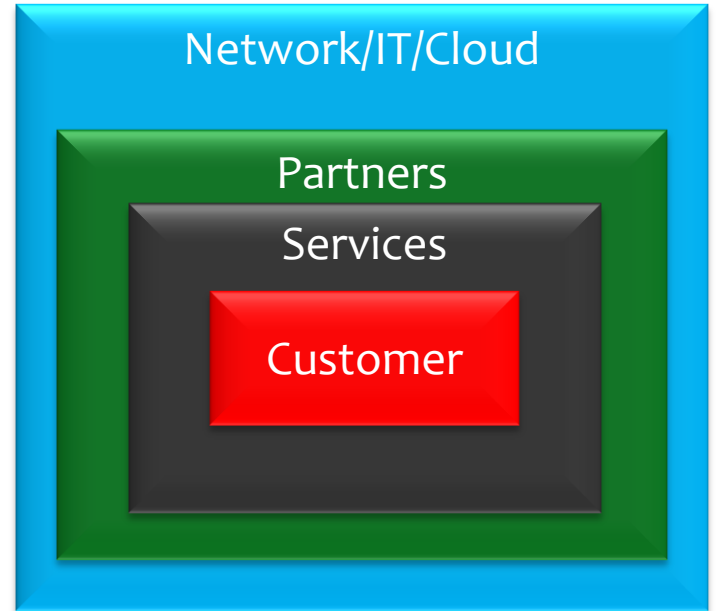
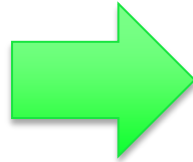
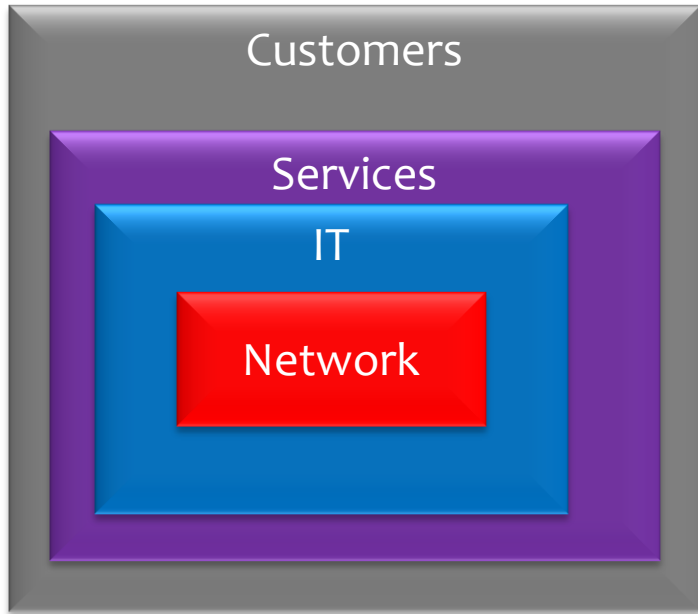
# Telco ICT trends in the Caribbean



# Benefits for the Operators

The background features a dark grey triangle on the left side. A light grey horizontal band is positioned in the upper right. A white horizontal band is located in the lower right. A pattern of black dots is arranged in a curved, funnel-like shape in the bottom right corner.

# Changing the Operator Focus





# ICT Transformational Services



**Smart Schools**



**Multipurpose Financial  
Platforms**



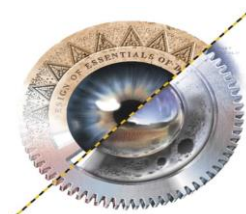
**AI Customer Services**



**Telehealth**



**Digital  
Services**



**R&D Cloud Services**



**Borderless Marketing  
& Sales Platforms**



**B2B Commerce**



**IoT for  
Manufacturing**



***“The greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it”***

***Michelangelo***



