Show me the money
Show me the money
Operators’ new reality
The digital age is changing the rules of the money game.
Digital trends, challenges and opportunities

- IT-Telecom convergence
- Platforms
- Desintermediation
3 Rule changes

- Customer engagement
- Ecosystem dynamics
- Service delivery
Rule change #1
Transformation of the customer
Traditional telecom customers’ expectations

- One-size fits all
- Turn-key solutions
- Contract based services
- Limited security expectations
Digital telecom customers’ expectations

- Real-time contextual information
- Transparency/security
- Self-built tailored experience
- Global connectivity at all time
Rule change #2
Transformation of the ecosystem
International telecom ecosystem

- Pure wholesalers
- Equipment vendors
- CloudComm & platform providers
- Service provider
- Cloud providers
- System integrators
- Connectivity providers
- Enterprises
International digital ecosystem

- Cloud providers
- Enterprises
- System integrators
- Carrier connectivity providers
- NextGen connectivity providers
- Equipment vendors
- CloudComm & platform providers
- Service provider
- Pure wholesalers
Rule change #3
Transformation of the services
Empower the digital world

Communication
- Voice
- Data
- Messaging

Entertainment
- Content
- Market place
- Social sharing

Lifestyle
- Health
- Security
- IoT
- Fintech
Operators - Enablers of the digital world

Communication
- Voice
- Data
- Roaming
- Messaging

Entertainment
- Content
- AR
- Market place
- Social sharing

Lifestyle
- Health
- Fintech
- Security
- IoT

Connectivity
- Local access
- Global network
- Data centers
- Cloud services

Simplicity
- Transcoding
- Number portability
- Hubbing
- Interworking

Intelligence
- AI
- Big Data
- Security
The digital age game plan
Digital game plan

Digital customer engagement
- Customer centricity
  - Tailored services
  - Use case focused solutions
  - E2E partnership ecosystem

Digital service delivery
- Digitalization of the front end
- Fluid networks and commercial arrangements
- 360° security

Digital ecosystem enablement
- Cloud centricity
- Platform enabler
- Platform enabler
- Digital service delivery
- Big data facilitator
- Seamless interactions
- Customer-Partner ecosystem
- Platform enabler
- Big data facilitator
Addressing Pacific’s paradox
Reach - Efficiency - Innovation - Resilience
Where is the growth and the value in the Pacific?

Usage

- NOW
- Internet / data
- Content
- Digital/IoT
- Connected fabric
- Business intelligence
- Communication era
- Entertainment era
- Digital lifestyle era

Time
Creating an efficient and profitable Pacific connected digital fabric

Reach
Creating a connected fabric intra-inter-island and internationally

Efficiency
Creating economies of scales to empower continued innovation

Funding
It’s all about money, money, money
The Pacific’s paradox

Efficiency

Reach

Antifragile

New revenue
"Antifragility is beyond resilience. The resilient organization resists shocks and stays the same; the antifragile organization gets better". Taleb
4 Characteristics of an antifragile organisation

**Diversity:** services, technology, type of people

**Authonomy:** distribute authority to enhance agility

**Interaction:** room for free interaction within the organisation

**Learning:** encourage constant experimentation and small mistakes
Paradox game plan

**Efficient organization**
- Standardization
- Simplification
- Preparedness for multiple possibilities
- Flexible organization
- Digital leader
- Agile working environment

**Antifragile organization**
- Innovation
- Automation
- Imagination
- Reliable workforce that can cope with change
- Intelligent operation
- Fluid workforce

**Innovative organization**
Pacific game plan

Cloudification
Platforms
Partnerships
Ecosystems
BE

Bold

Brave

Passionate
The difference

HOT TELECOM