

# Show me the money



**Show me the money**





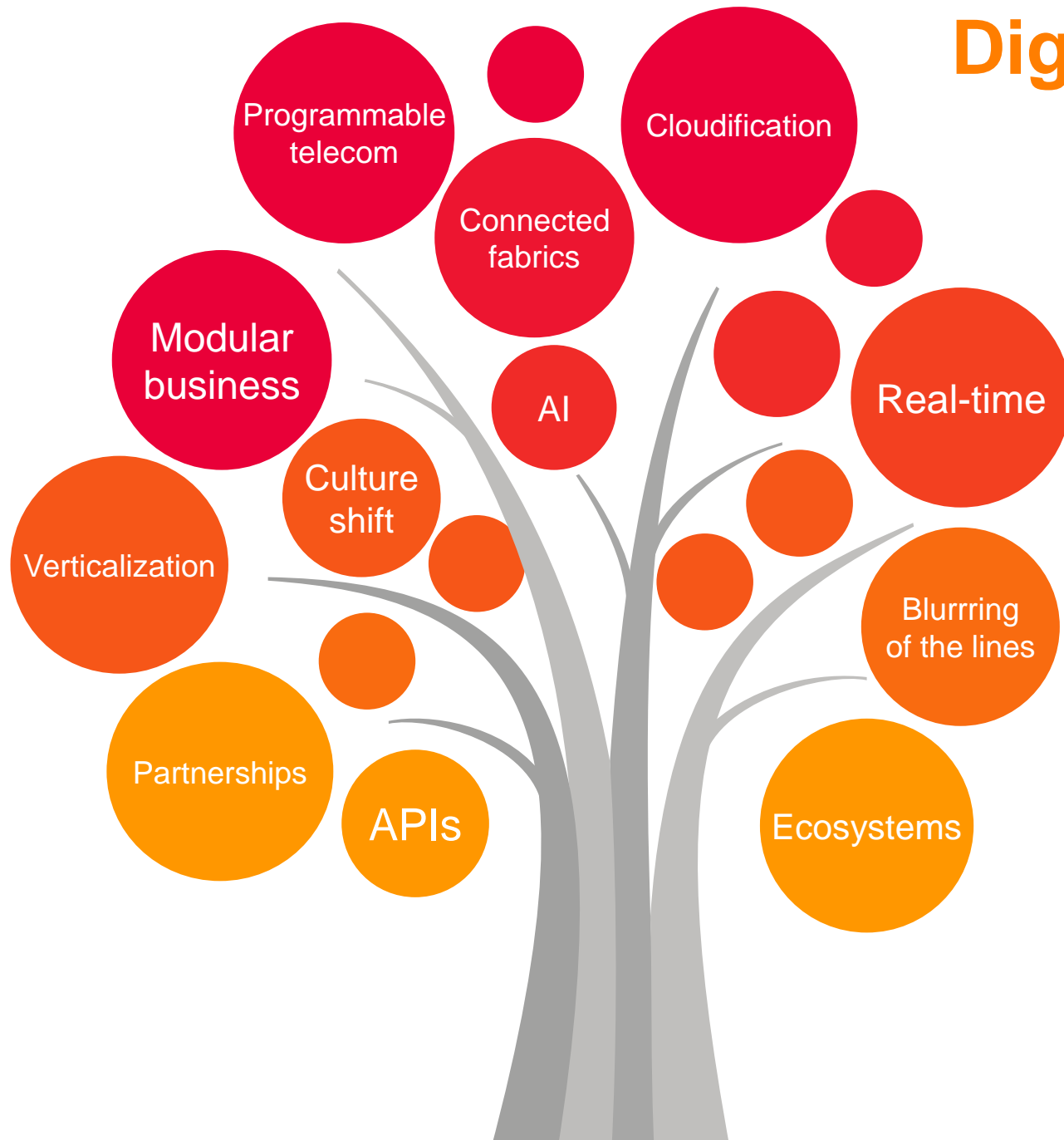
Operators' new reality



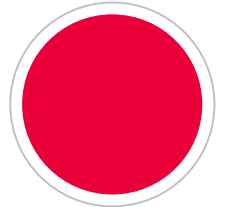
The background of the image is a dense, overlapping pattern of US one hundred dollar bills. The bills are shown in various orientations, creating a textured, almost abstract effect. The colors are muted, appearing in shades of grey and blue, which makes the bright orange and red text stand out prominently.

**The digital age  
is changing the rules  
of the money game**

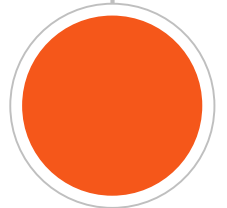
# Digital trends, challenges and opportunities



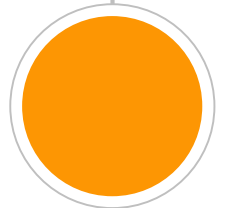
**IT-Telecom  
convergence**



**Platforms**



**Desintermediation**



# 3

## Rule changes

Customer engagement

Ecosystem dynamics

Service delivery

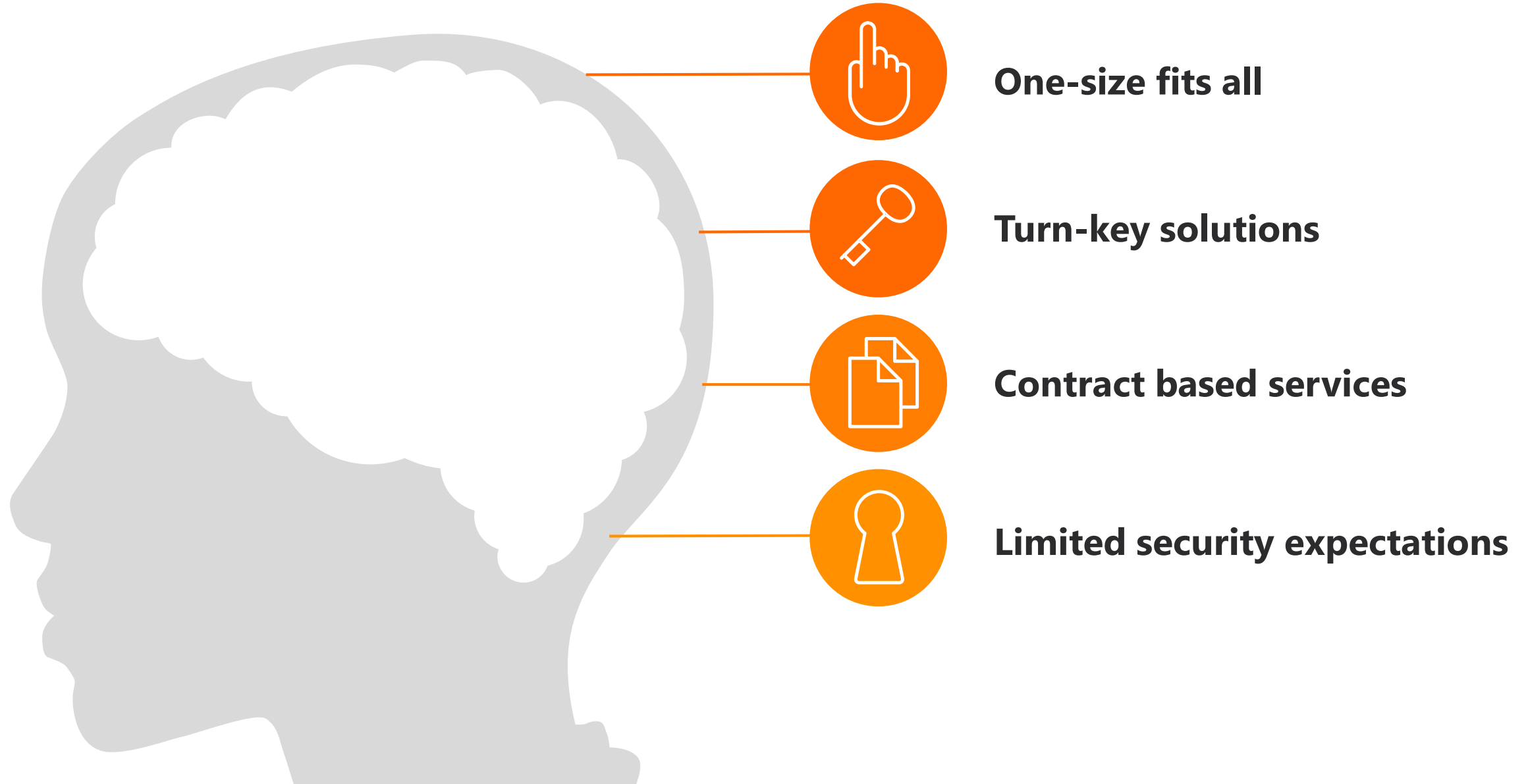


The background of the slide is a dense, overlapping pattern of US dollar bills, primarily \$100 bills, rendered in a semi-transparent orange-red color. The bills are scattered across the entire frame, creating a textured, financial backdrop.

# **Rule change #1**

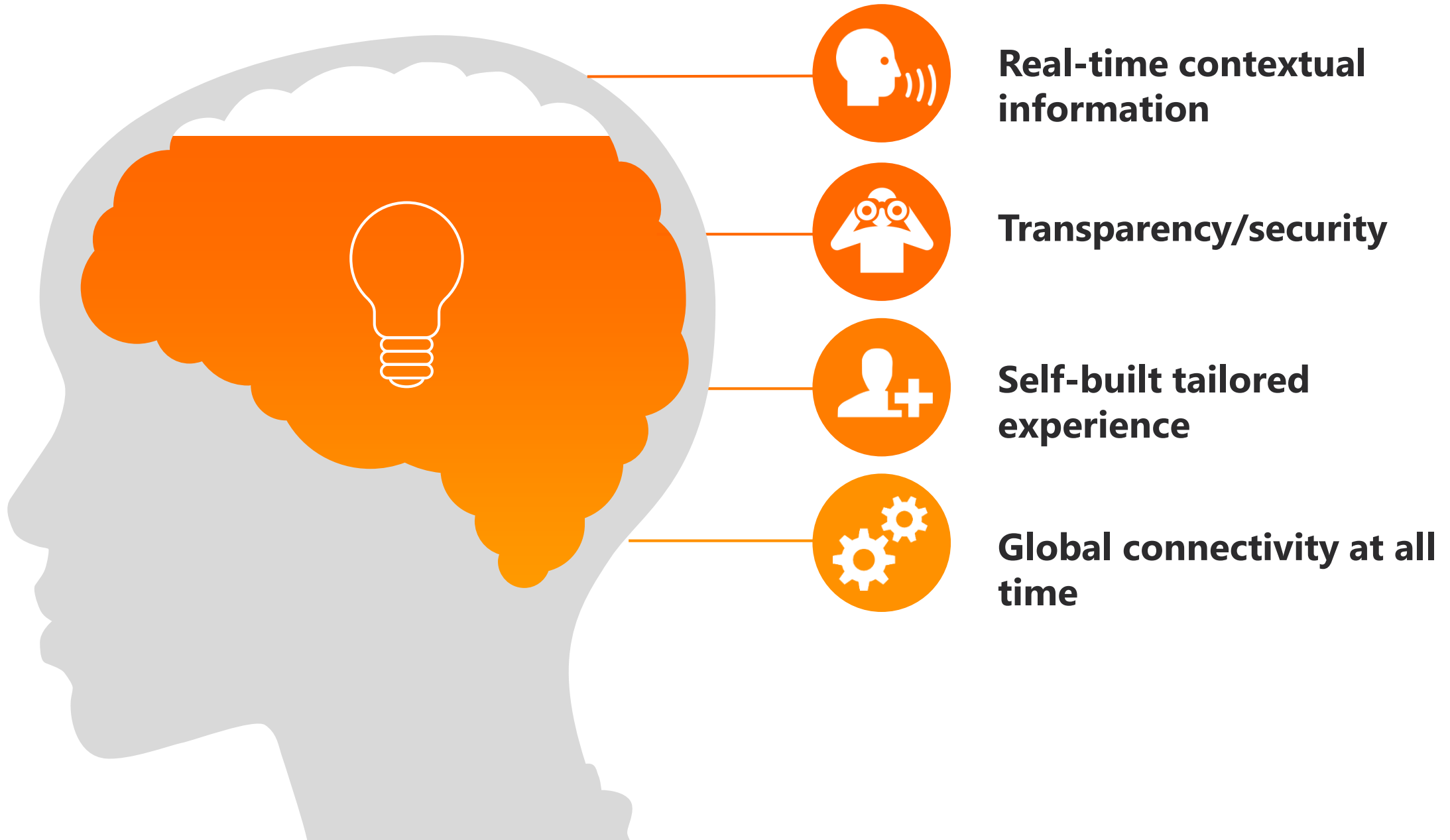
**Transformation of the customer**

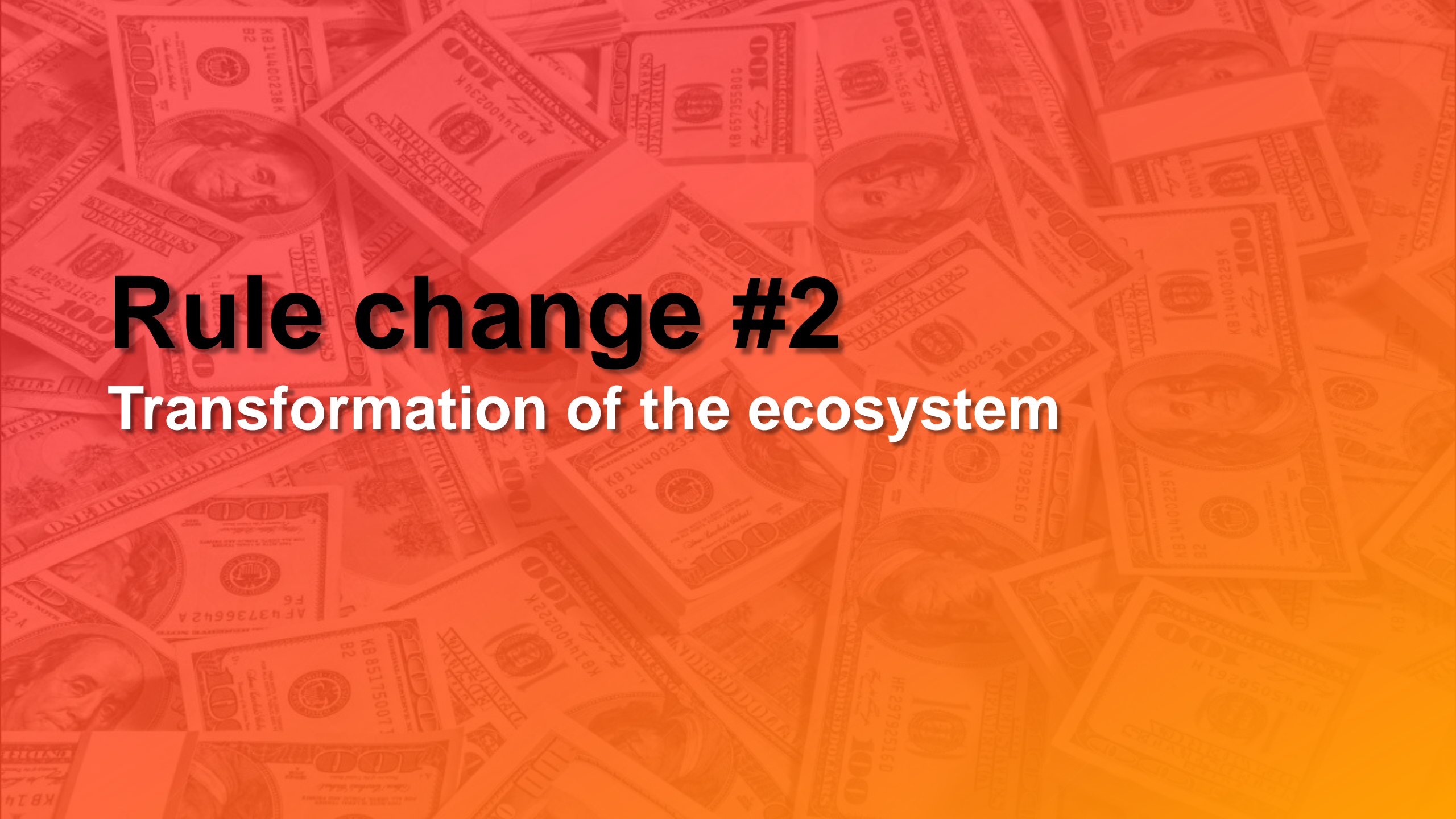
# Traditional telecom customers' expectations





# Digital telecom customers' expectations

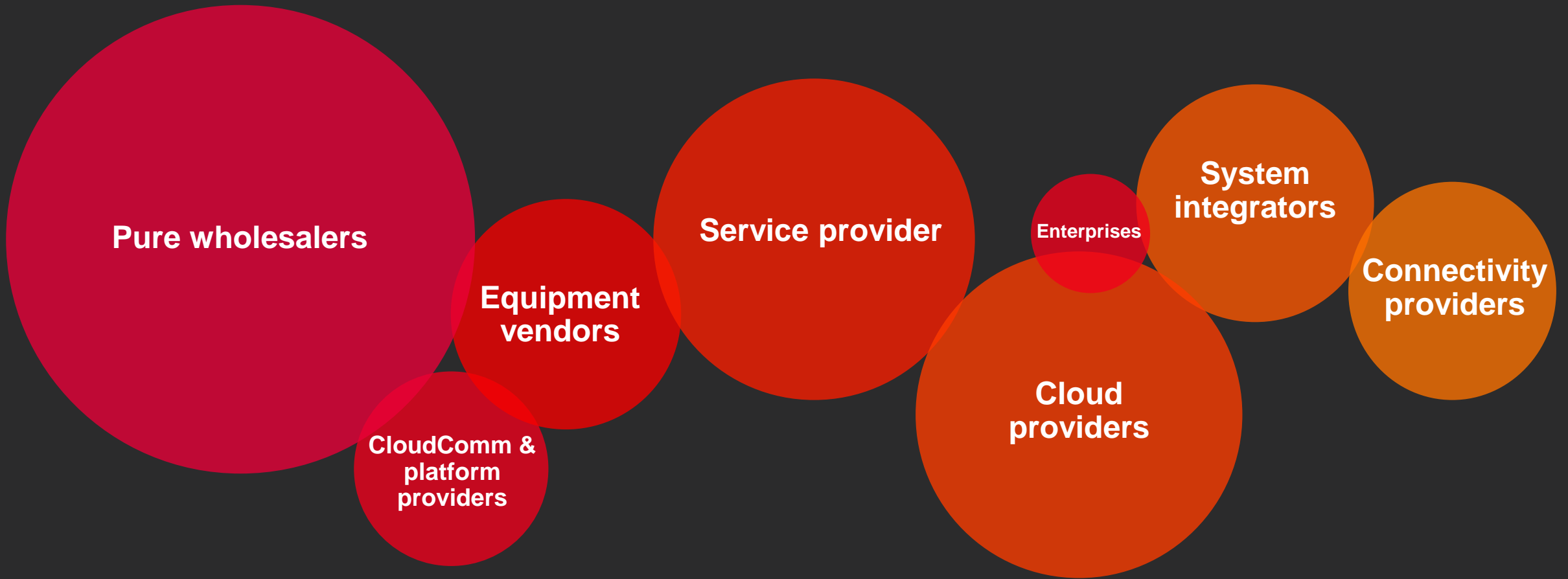


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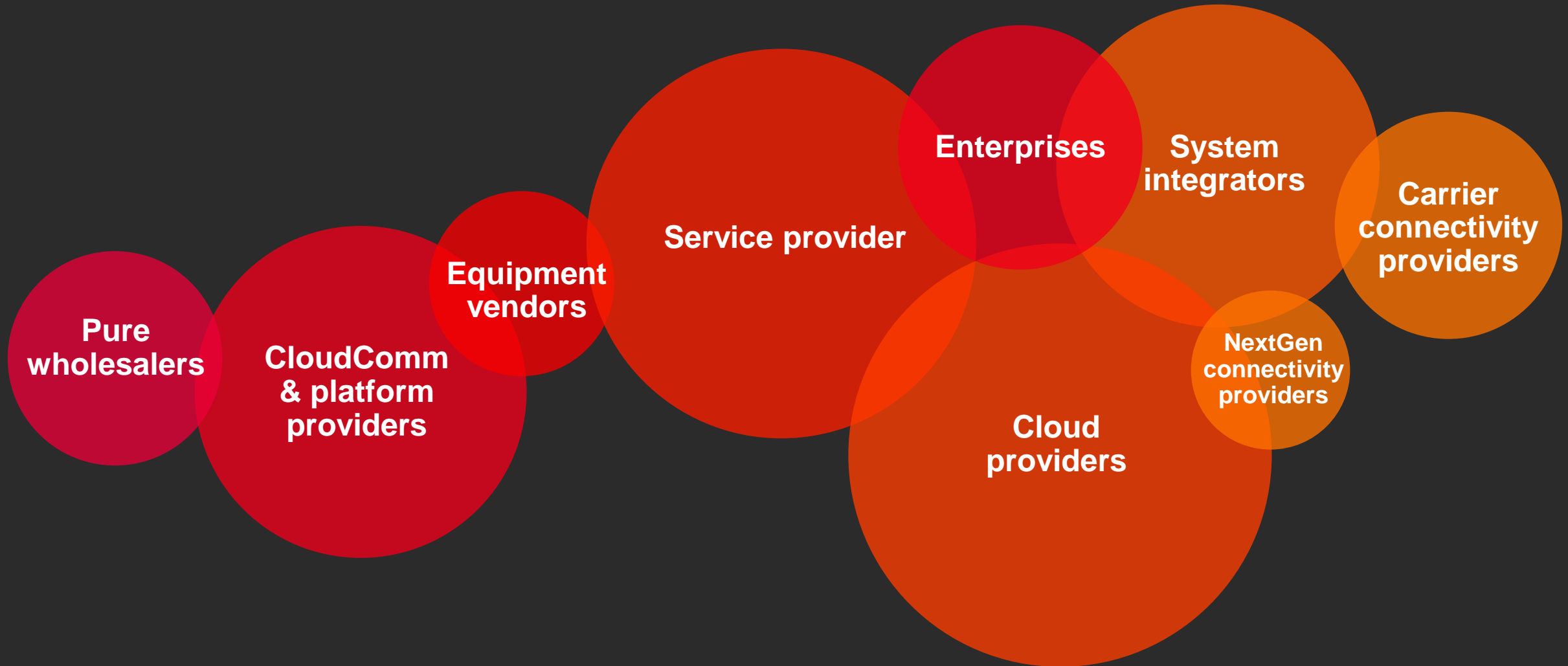
# **Rule change #2**

## **Transformation of the ecosystem**

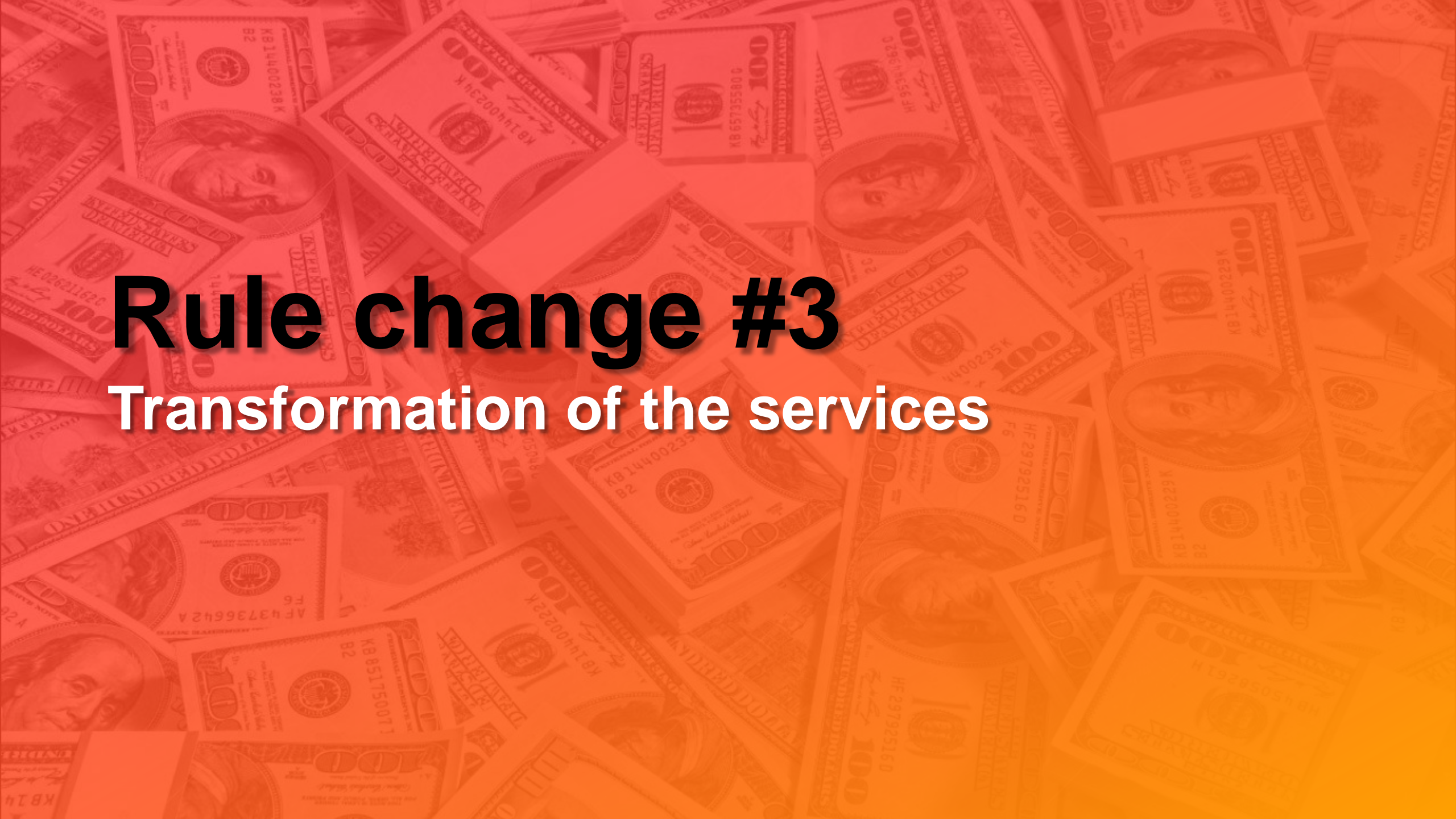
# International telecom ecosystem



# International digital ecosystem



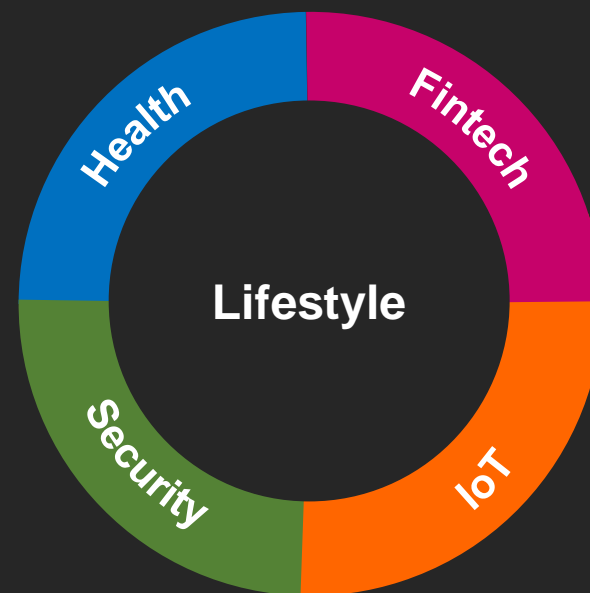
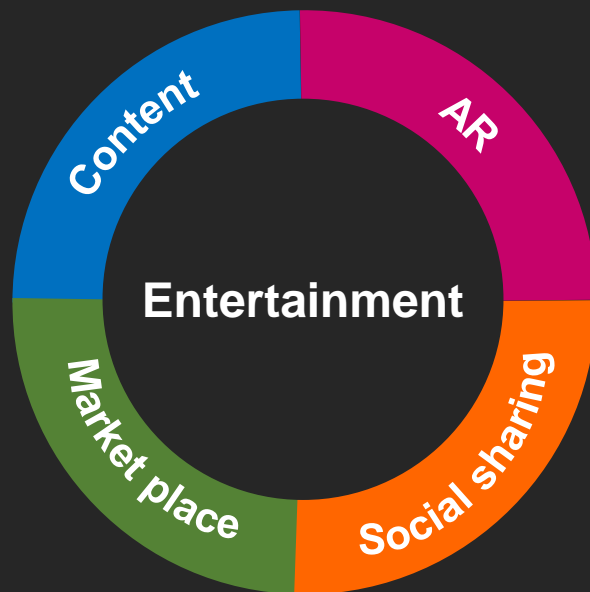
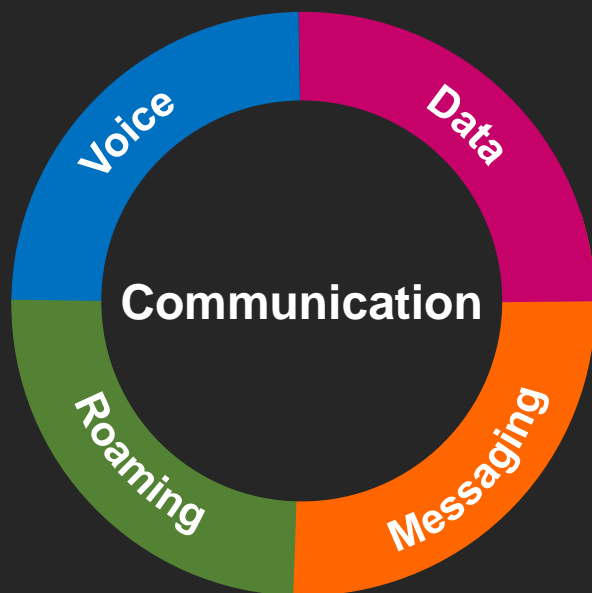


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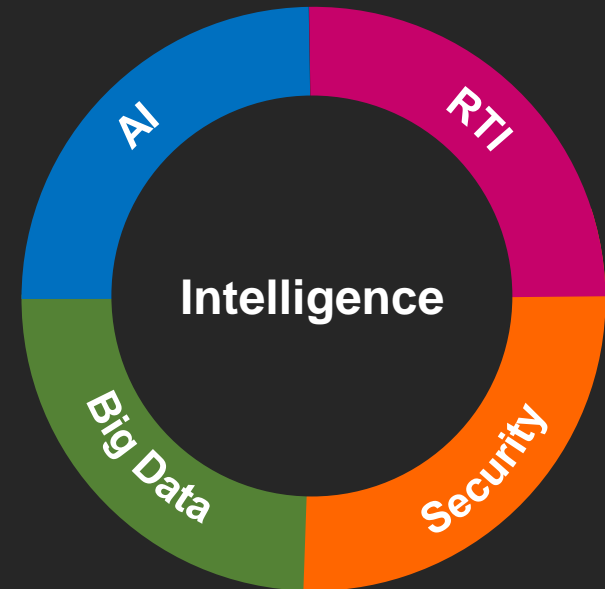
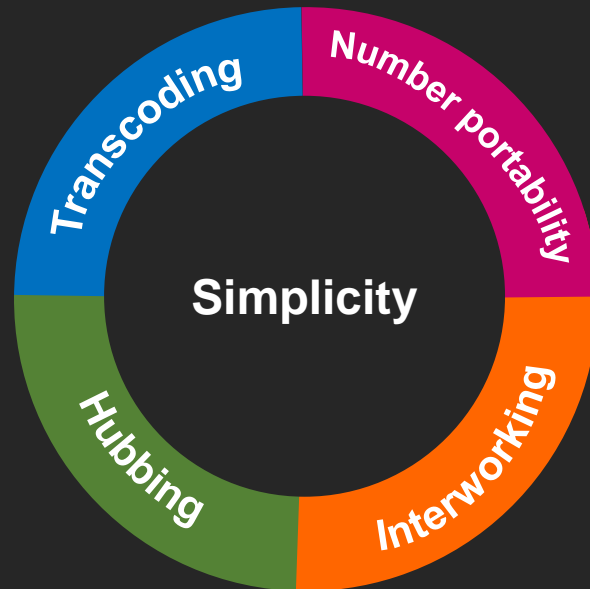
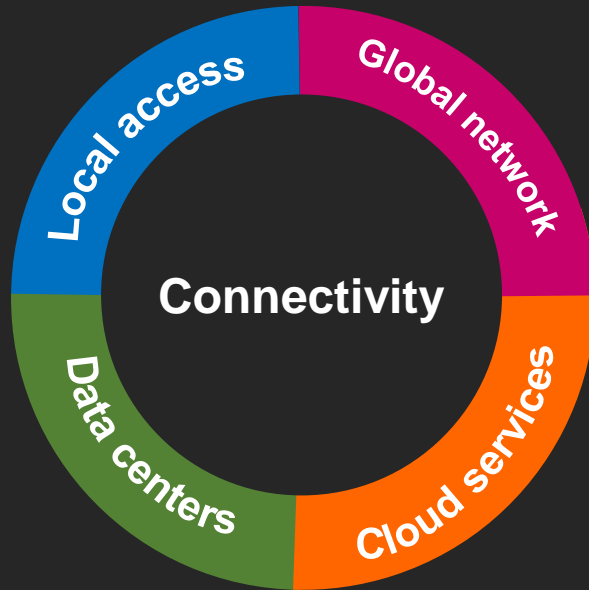
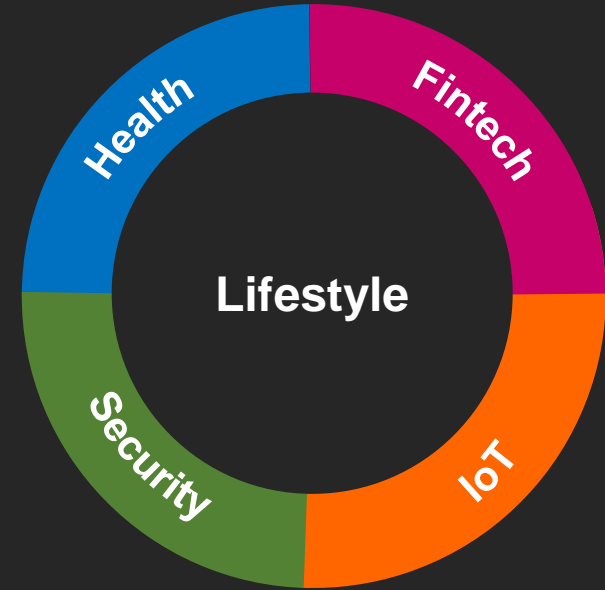
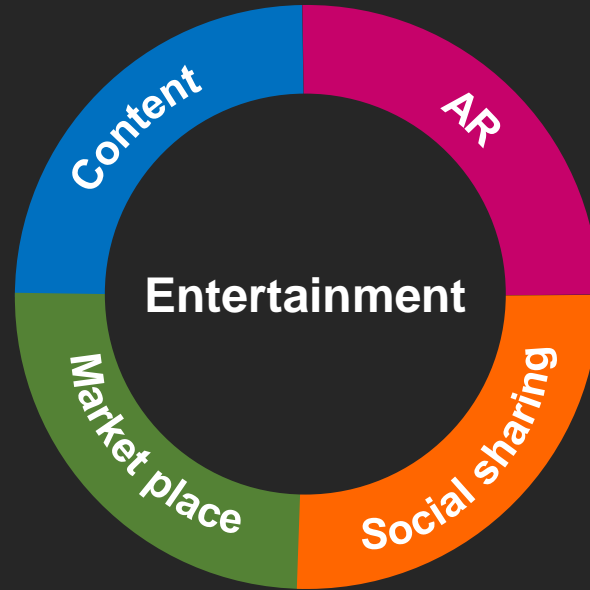
# **Rule change #3**

## **Transformation of the services**

# Empower the digital world



# Operators - Enablers of the digital world





The background of the image is a dense, overlapping pattern of US one hundred dollar bills. The bills are shown in various orientations, creating a textured, chaotic appearance. The color of the bills is a muted, dark green, which serves as a background for the central text.

# The digital age game plan



# Digital game plan



Customer centricity  
Tailored services



Use case  
focused solutions



Everything  
as a Service



Cloud centricity



Platform enabler



Big data facilitator



E2E partnership ecosystem



360° security



Digitalization of the front  
end



Fluid networks and  
commercial  
arrangements



Customer-Partner  
ecosystem



Seamless  
interactions

**Digital customer  
engagement**

**Digital service  
delivery**

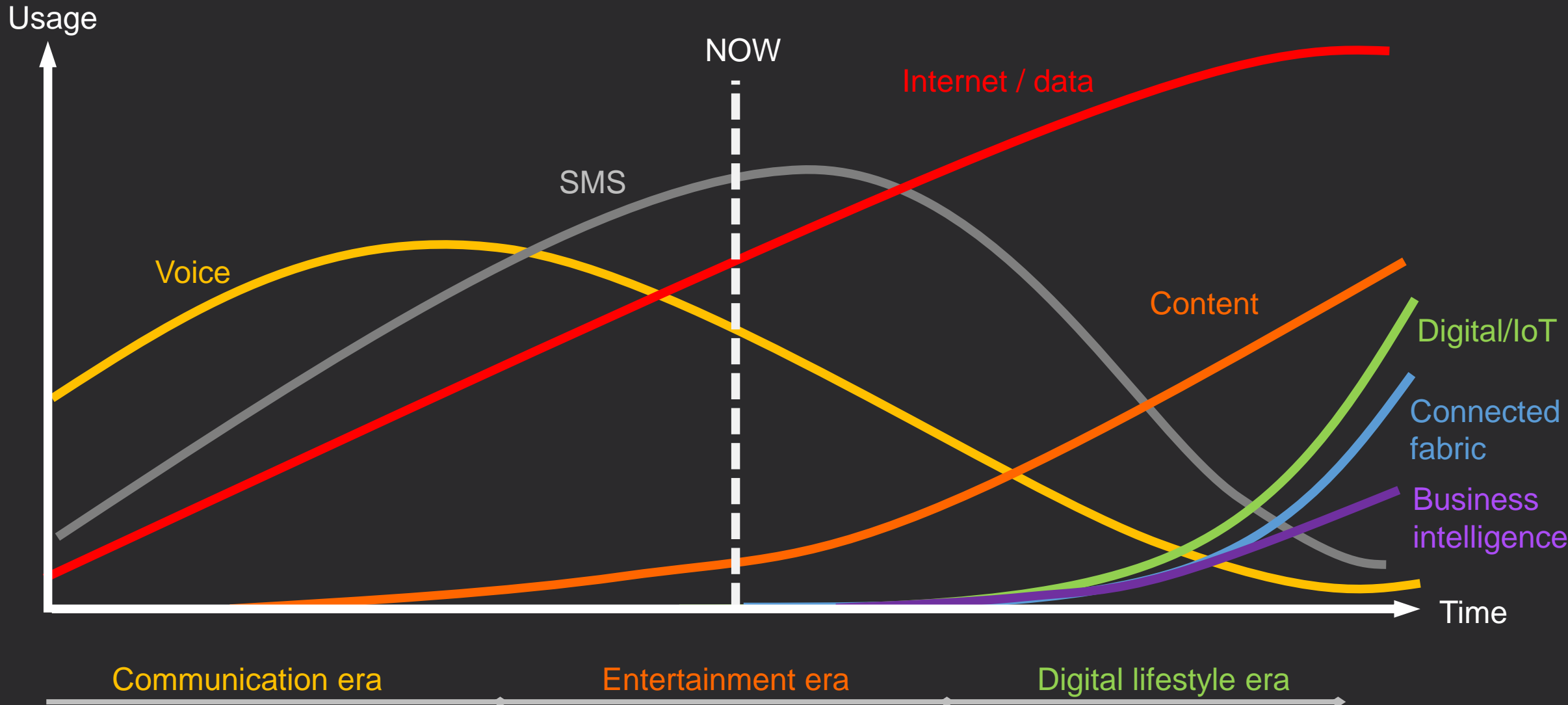
**Digital ecosystem  
enablement**

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# **Addressing Pacific's paradox**

**Reach - Efficiency - Innovation - Resilience**

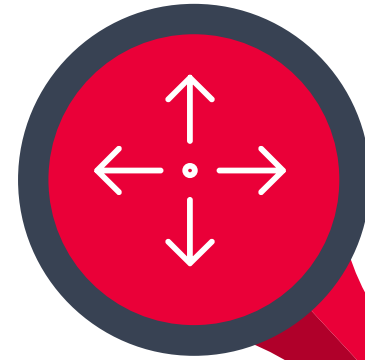
# Where is the growth and the value in the Pacific?



# 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



Challenges



# The Pacific's paradox



**"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



Standardization



Simplification



Preparedness for multiple possibilities



Flexible organization



Digital leader



Agile working environment



Innovation



Automation



Imagination



Reliable workforce that can cope with change



Intelligent operation



Fluid workforce

**Efficient  
organization**

**Antifragile  
organization**

**Innovative  
organization**



# Pacific game plan



Cloudification



Platforms



Partnerships



Ecosystems

**BE**

**Bold**

**Brave**

**Passionate**



The



difference

**HOT TELECOM**