

Framework for CSPs to emerge stronger

New Growth Opportunities

1. Enable the work from home economy with enhanced connectivity, security and remote working solutions
2. Grasp second chance at Future Home by placing the user at the center
3. Power SMB digital transformation through local partnerships and ecosystem orchestration
4. Play a strategic role in the development of connected industries (e.g. telemedicine/ education/public service)
5. Become an active player in the ecosystem to leverage increased investment in smart infrastructure

Zero-touch Customer Experiences

1. Advance AI care maturity and improve chatbot experience
2. Reduce truck rolls, improve NPS and enhance workplace safety with remote visual assistance for device installation & support
3. Deliver next-generation retail omnichannel experience and accelerate customer migration to digital with the immersive Virtual Store
4. Redesign Customer Operations operating model to support remote working

Culture & Digital Workforce

1. Revisit company mission and purpose
2. Improve productivity and collaboration via new tools
3. Safeguard trust and prioritize safety in return to workplace
4. Lead with compassion and re-invent employee experience
5. Double down on capability development

Pervasive Networks

1. Create incremental revenue opportunities leveraging 5G and cloud
2. Partner with governments to accelerate, extend and enhance connectivity
3. Generate cost savings through virtualization and AI-powered networks
4. Accelerate 5G cloud NW deployment to reinvent product development
5. Partner and shed non-strategic network functions

Cloud Business Model

1. Reduce vendor dependency with modern technology stack
2. Innovate quickly with an outcome-focused Operating Model
3. Rapidly build new skills in key technologies
4. Collaborate and co-create with the ecosystem
5. Shift from operational to value metrics