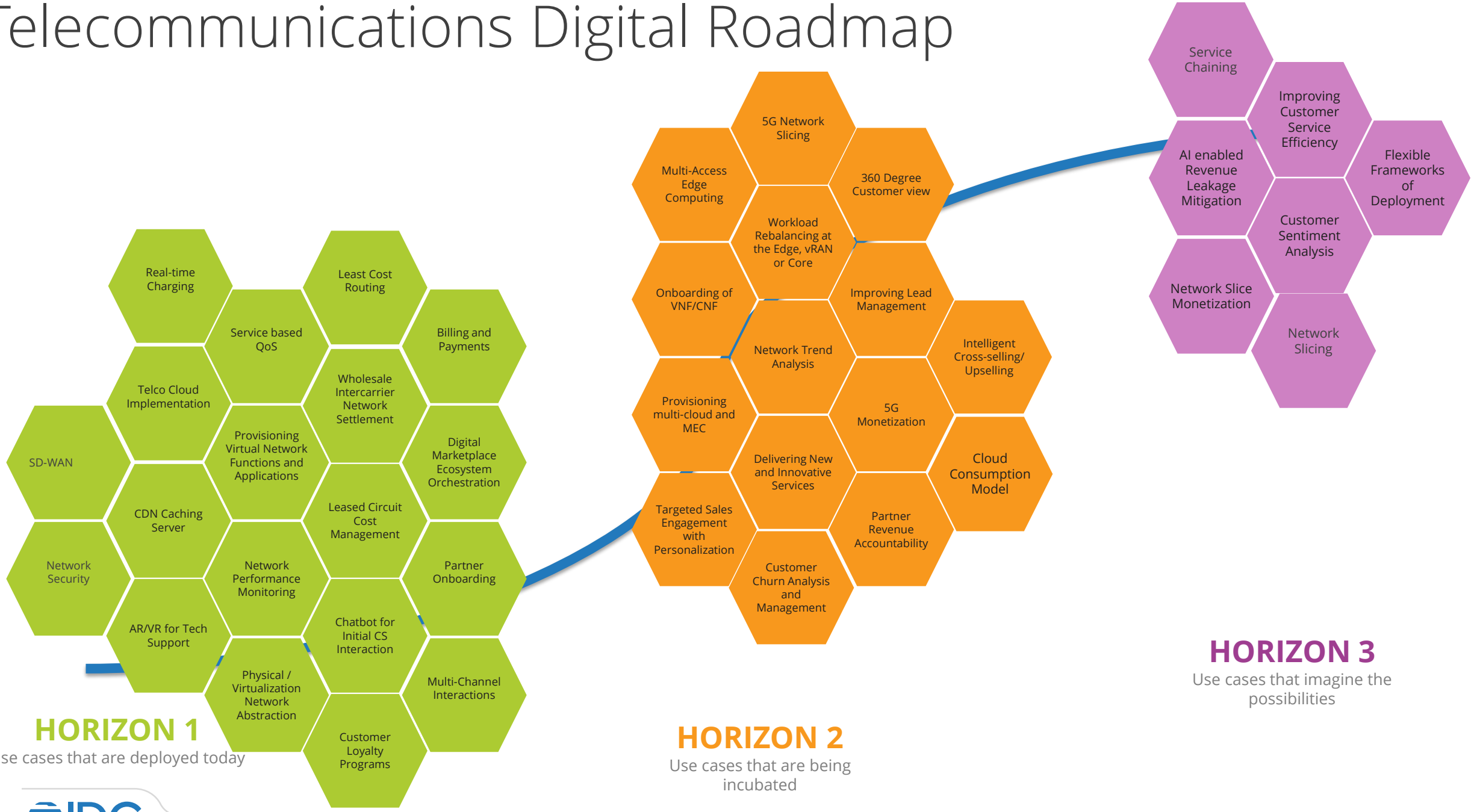
IDC Insights: Telecommunications

Strategic Priorities	PROGRAMS	USE CASES			
Agile Networking	Network Virtualization	Onboarding of VNF/CNF	Telco Cloud Implementation	Service Chaining	Network Slicing
	Multi-access Edge Computing	Workload Rebalancing at the Edge, vRAN or Core	Network Security	CDN Caching Server	
	Network as a Service	SD-WAN	Cloud Consumption Model		
Automated Network Operations	Ordering, Provisioning and Activation	Provisioning Multi-cloud and MEC	Provisioning Virtual Network Functions and Applications	5G Network Slicing	
	Resource Management and Product Catalog	Physical / Virtualization Network Abstraction	Flexible frameworks of deployment	Delivering new and innovative services	
	Service Assurance (Fault/Performance/ML)	Network Performance Monitoring	Service based QoS	Network Trend Analysis	
Monetization and Partner Management	Convergent Charging and Policy	Real-time Charging	Digital Marketplace Ecosystem Orchestration	Billing and Payments	
	Dynamic Pricing and Rating	5G Monetization	Network Slice Monetization		
	Wholesale Interconnect	AI enabled Revenue Leakage Mitigation	Leased Circuit Cost Management		
	Revenue Assurance/ Fraud Management	Least Cost Routing	Wholesale Intercarrier Network Settlement		
	Partner Management	Partner Onboarding	Partner Revenue Accountability		
Customer Experience Management	Omni-channel Experience	360 Degree Customer View	Multi-Channel Interactions		
	Customer Journey Management	Improving Lead Management	Targeted Sales Engagement with Personalization	Improving Customer Service Efficiency	
	Customer Retention	Customer Churn Analysis and Management	Customer Loyalty Programs	Intelligent Cross-selling/ Upselling	
	Augmented Customer Support	AR/VR for Tech Support	Chatbot for Initial CS Interaction	Customer Sentiment Analysis	

Telecommunications Digital Roadmap



HORIZON 1

Use cases that are deployed today

HORIZON 2

Use cases that are being incubated

HORIZON 3

Use cases that imagine the possibilities