

WHAT HAPPENS NEXT?

ANTHONY RODRIGO

Global CIO, Axiata Group



What are the three biggest changes in digital technology that the next decade will bring?

Cloud with Software as a Service (SaaS), Platform as a Service (PaaS) and Open APIs will continue to transform businesses, but more importantly technology enablers of digitization will develop in to digital market places, helping enterprises mash together the digitization stack with software components integrated from disparate SaaS/PaaS providers. These digital market places will disrupt current telco architectures and vendor ecosystems, such as business and operational support systems (BSS/OSS) as we know them today.

The Fourth industrial revolution (4IR) has already begun to shape the way we live and work with technologies such as augmented and virtual reality, mixed reality, artificial intelligence (AI), internet of things and robotics. 5G will provide the platform for massive scale and reach of 4IR applications.

AI will be a common technology thread across 'everything' – from devices, applications, processes etc. Analytics and AI will move from sitting alongside our classic telco IT stacks providing selective insights to becoming the heart of digitization, planning and operations, cutting across technology, operations and business functions.

What are you most looking forward to?

I am looking forward to the development of telco digital market places where telcos, their partners and developers can collaborate for ecosystem-based innovation. For 5G applications development and monetization to reach its full potential, operators will need to actively build partnerships via such digital market places, linking both telco and non-telco partners as well as developers.

What are you most concerned about?

Over the next decade, analytics and AI will be at the heart of every function in a company and this in turn will require more advanced skills and a cultural transformation in order to run the new AI-based business from decision making to operations. For telcos, the required cultural transformation and upskilling of people to meet this need will probably be the single most difficult challenge.