

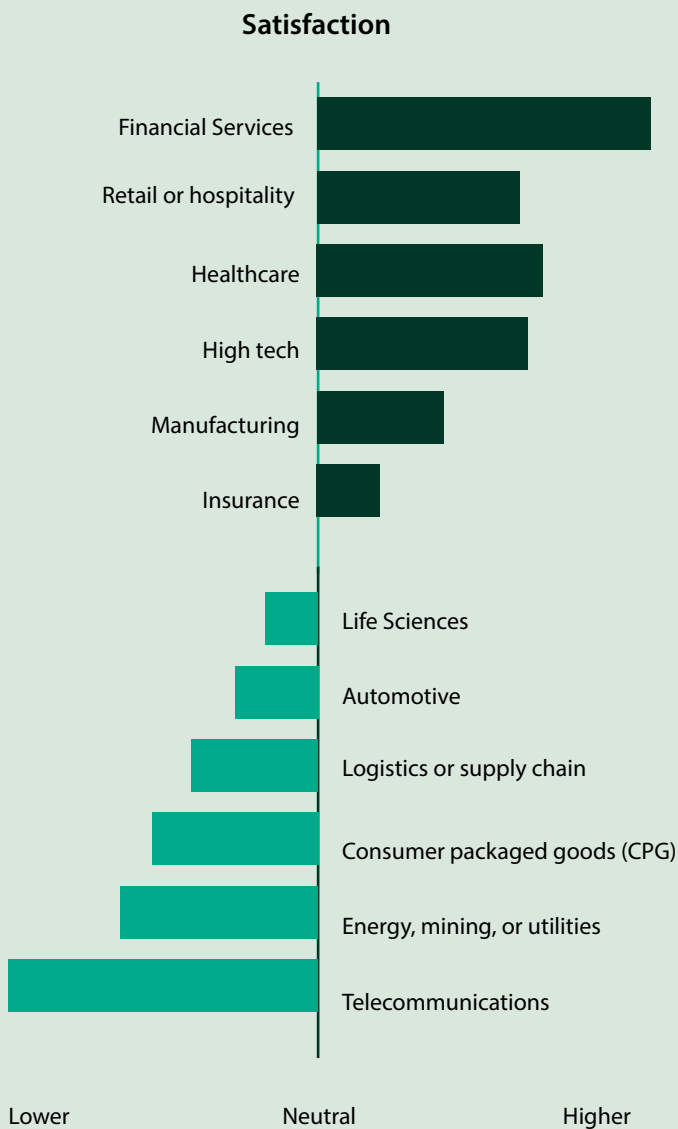
AI – AN INTELLIGENT EDGE FOR TELCO'S

Introduction

The Infosys Data + AI Radar survey offers useful insights into AI adoption and maturity of CSPs:

- The telecommunication industry has more experience in AI than other verticals
- Several telcos are rolling out sophisticated use cases
- Almost 17% CSPs have realised the potential of AI – the ability of algorithms to respond, train and improve autonomously

Our survey of 2,500 global enterprises also evaluated returns on AI investments. Unfortunately, satisfaction rate of AI implementations is the lowest in the telecommunication industry:



The report concludes that the root cause of dissatisfaction is the gulf between current / emerging business challenges and areas where AI is being implemented. RoI on AI can be maximised by defining an enterprise AI operating model covering key aspects:

- PMO for identifying the opportunity, measuring value and managing change across business processes, people and technologies
- AI talent
- AI governance
- Data engineering

AI-native Telco

AI is a strategic capability and a core pillar of Telcos business. Your AI ecosystem can enable meaningful partnerships with customers and open new revenue streams.



AI moment of truth

Telcos can adopt deeper AI with an intelligent edge ecosystem to support smart services and applications that maximise 5G access and multi-access edge computing (MEC) investments.

Useful fact: According to GSMA, telcos as connectivity providers realise only 15% of the net revenue (US\$ 6.5T) generated by Internet connectivity.

Telcos should capitalise on the exponential demand for low-latency, location-specific Industry 4.0 solutions. A majority of Industry 4.0 use cases require dynamic scaling of network bandwidth. Industry 4.0 service offerings also demand ubiquitous connectivity, cloud infrastructure and rich data.

While hyperscalers have the capability to fulfil this market requirement, Infosys believes that Telcos can transform into a niche ecosystem provider by building on relationships with enterprise customers across industries, adjoining domain strengths, and deep understanding of Geo-specific regulations.

Opportunities: Telcos can capitalise on nuanced insights into local market dynamics to seize a higher share of Industry 4.0 solutions market via an intelligent edge ecosystem. It positions Telcos as an end-to-end solution provider offering:

- **Connectivity-as-a-service:** Provide seamless connectivity with virtual network services and APIs for niche requirements such as on-demand bandwidth
- **Platform-as-a-service:** Offer modular, cloud-native, high compute / storage, and open architecture AI platforms
- **Intelligence-as-a-service:** Use virtualized compute capacity (GPU / DPU) to deliver advanced AI use cases such as on-demand video analytics and fault prediction

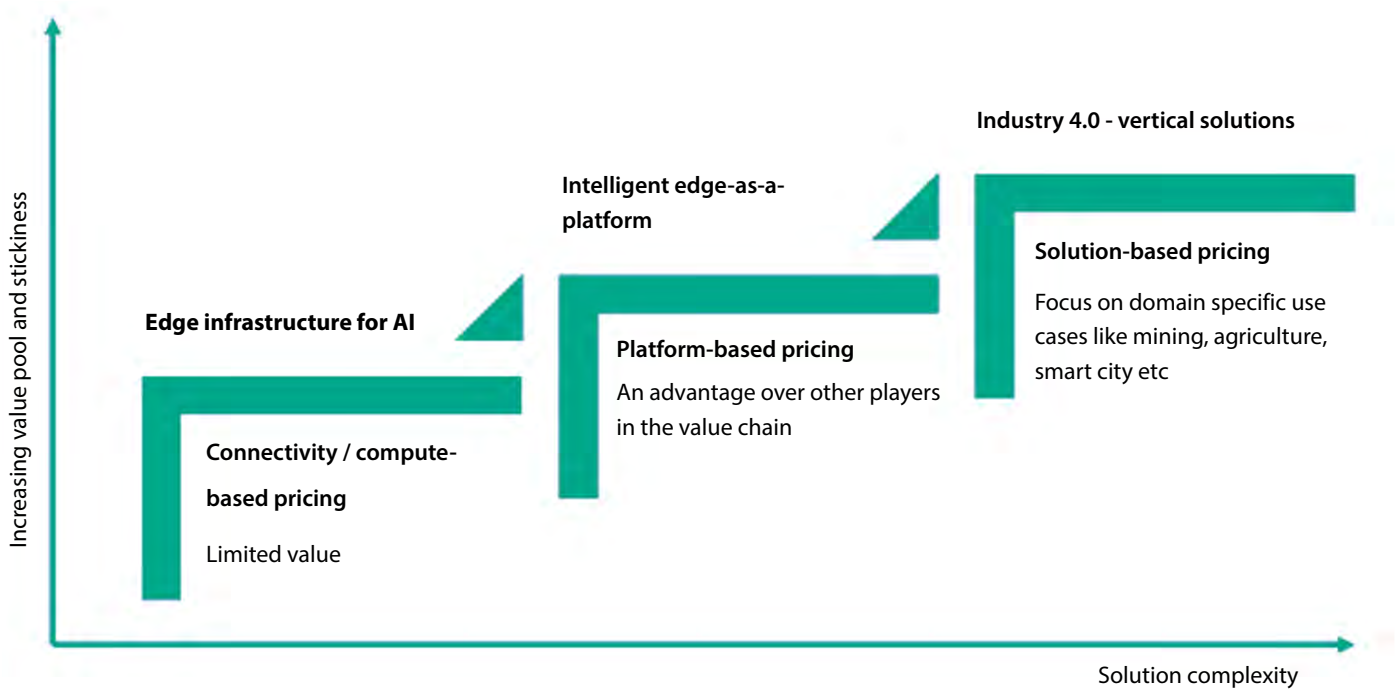
An intelligent edge will accelerate topline growth in Telcos through specialised vertical-specific use cases and Industry 4.0 solutions.





Case in point: real-time analysis of heavy machinery in the mining industry using digital twins, autonomous equipment for precision agriculture, and smart city development.

Pricing model and pools





Infosys-powered Intelligent Edge

As an early adopter of AI, Infosys has developed toolsets to industrialize AI in enterprises. Our AI Operating Model creates 'live enterprises' with pervasive intelligence. Our model with AI at the core leverages data and in-house talent for a fundamental shift in problem solving and operations.

Our AI Operating Model democratizes technology, enabling you to not only deploy AI within the enterprise (AI for telco), but also develop an AI ecosystem to boost value delivered to your customers (AI by telco).

Our AI stack has three foundational principles:

- Future-proof
- Democratization
- Scalability

Future-proof

- Layered architecture
- Switch in / out of technologies
- Responsible AI
- Evolve with requirements

Democratize

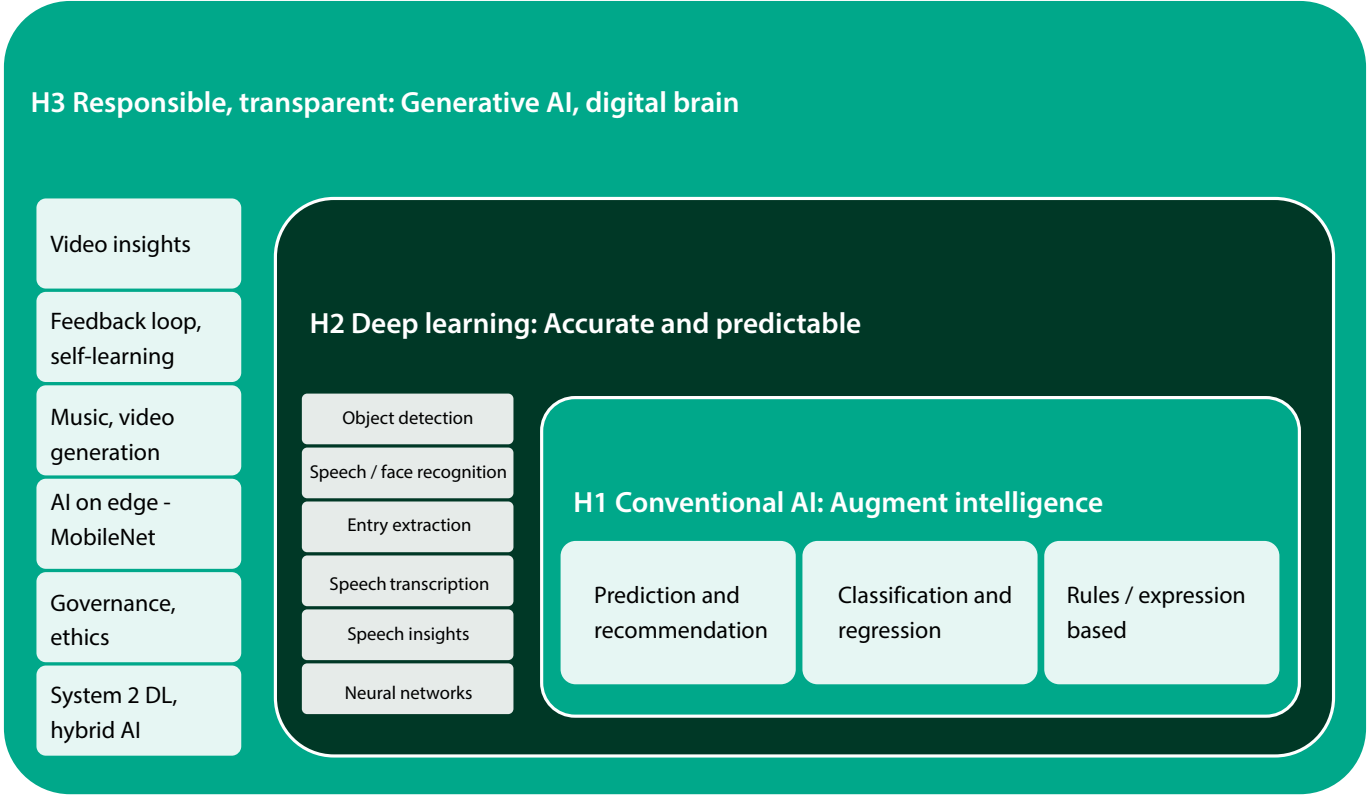
- Unified visibility
- Self-service
- Crowd sourcing
- Choice to users

Scale

- Cloud native
- Trustworthy
- Self-governed
- Agile and iterative

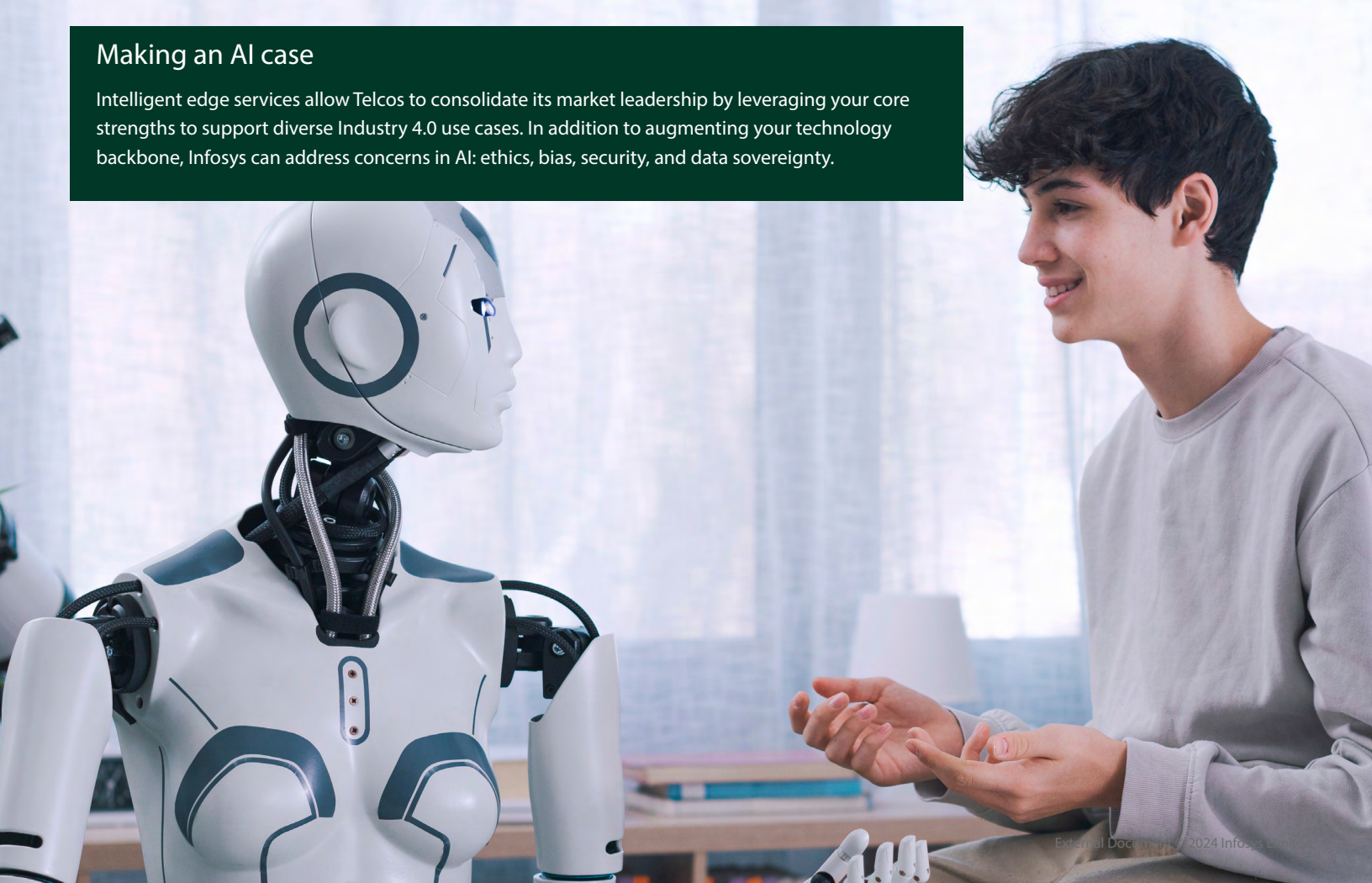


Infosys AI expertise is multi-dimensional:



Making an AI case

Intelligent edge services allow Telcos to consolidate its market leadership by leveraging your core strengths to support diverse Industry 4.0 use cases. In addition to augmenting your technology backbone, Infosys can address concerns in AI: ethics, bias, security, and data sovereignty.



Authors



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