The State of the Industry

The best new growth opportunities for telcos

10th March 2021



Some housekeeping...

- You're in listen only mode
- If you need us, please type a comment
- Feel free to type questions throughout the session for Q&A at the end
- We'll send you the slides and a recording shortly after the session
- On Twitter? Tweet us @STLPartners
 & use hashtag #TelecomCovid





Agenda

>TL PARTNERS

- 1 Introduction
- 2 Opportunities for telcos in WFH and digital health
- 3 Panel discussion

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The State of the Industry 2021 webinar series

Tuesday 9th March 10.30 GMT Situation, strategies, priorities



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The best new growth

opportunities



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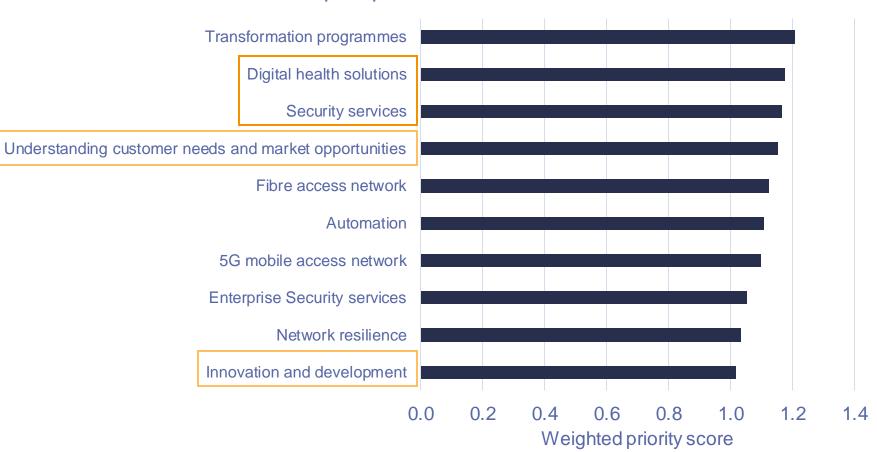
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Our 2021 telco investment priorities survey shows that Healthcare & Understanding customer needs are among top ranked priorities







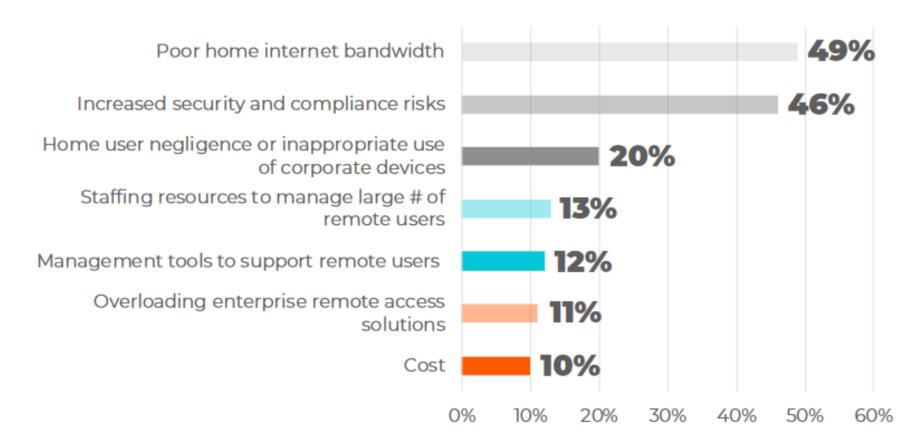
Rating scale	Weighted score assigned
Major acceleration, budget lift or launch	+2
Minor acceleration, budget lift or test / pilot	+1
No change likely	0
Minor delay or budget drop	-1
Major delay or budget cut	-2

Enhanced remote working solutions is an opportunity for most telcos...

Connectivity quality and security are still big issues in supporting remote working



What worries you most about supporting work-from-home employees in the months ahead?



The reality is that different users have different needs, but employers need to address them all





Direct cloud

- Mostly interacts with cloud applications
- No requirement to access internally hosted applications
- Data is low sensitivity



Secure remote worker

- Interacts with cloud and internal business systems
- Some sensitive data handled



SOHO branch

- Interacts with cloud and internal systems
- Sensitive data handled
- Separation of traffic from other home activity
- Network failover desirable



Fully managed branch

- Interacts with all systems
- Critical data handled
- Traffic separation and prioritisation
- Bonding networks for highest performance
- Monitored and policy managed

High Medium Medium Low

Tolerance to network interruption

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SD-WAN and remote VPN services are converging into advanced WFH SD-WAN + intelligent networking



Consumer WFH

- Faster connection to the home
- Better coverage in the home
- Reduce household contention

Business WFH

- Managed & paid by business
- **Enterprise security**
- Cloud & UCaaS services
- **Business SLAs**

- SOHO SD-WAN
- Centralised policies
- Private cloud services
- Device as a Service

Large Enterprise **SMB Dedicated WFH Enterprise grade overlay** Enterprise Security, VPN, SD-WAN, SLA, Monitoring **Consumer underlay** Dedicated fixed line Shared broadband 4G backup Consumer Billing responsibility

The key elements telcos should seek to resolve for hybrid consumer/ enterprise customers in WFH:

- Friction
- Performance
- Security
- Implementation

Digital health could be a bigger opportunity over the long term, but it is further away from telcos' core capabilities...

There are many application areas in which telcos could position themselves as secure, reliable, local partners in digital health

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- Workflow mgmt. tools
- Personalised medicine
- Population level health analytics, e.g. screening programmes, policy



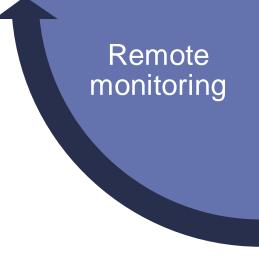


- Phone / video info (e.g. 111)
- Self-care
- Al-enabled diagnostics & triage (for primary and acute settings)
- Specialist referrals

- Drug adherence
- Chronic disease mgmt.
- Assisted living for elderly
- Post-surgery care

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- Mental health mgmt.
- In-hospital monitoring



Virtual care & telemedicine

- Phone/video consultations
- Online appt booking
- Online prescriptions (mgmt. and delivery)
- Connected ambulance
- AR/VR for education and treatment

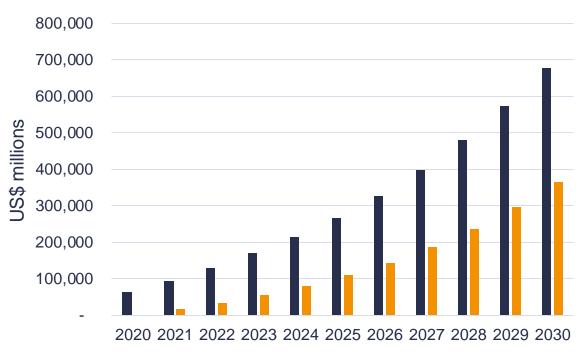
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Accelerated adoption of digital health since COVID has increased potential cost savings by \$300bn globally by 2030

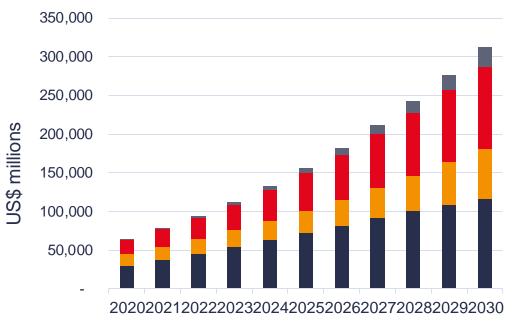


Cost savings from adoption of digital health in 4 application areas



- Total postcovid cost savings from digital health applications
- Total precovid base case cost savings from digital health

Accelerated cost savings by app area



- Remote monitoring Virtual care
- Diagnostics & triage Data & analytics

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But it takes significant time and effort for a telco to build expertise and scale across the value chain



Medical services

Solutions & applications

- Personal health records (PHRs) / Electronic Medical records (EMRs)
- · IoT devices and solutions
- Apps for health mgmt. (diseases, prescriptions, people)
- Analytics (discovery, diagnostics, treatment, preventative care)



Integration / interoperability (Application enablement)

- Secure messaging / data sharing (lab results, patient files, prescriptions)
- APIs to enable SMS/voice/images/video/transactions
- Local data storage
- Identity authentication
- Security





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Network connectivity (NaaS)

- Mobile / fixed connectivity
- WAN
- VPN
- loT



So how should telcos choose what to focus on?

When and how should they scale innovation?

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Part of the State of the Industry webinar series



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10th **March** 10:30am GMT | 11:30am CET



Thank you!