



Have a need for speed?

Innovative technologies that make
enterprises stronger and faster

Introduction

Since the COVID-19 outbreak in March 2020, industries have had to face drastic and long-lasting changes to their ways of working. Workplaces have since become more global and remote, increasing the need to stay digitally interconnected. Our adjusted ways of working have given rise to issues that workers and employers alike have never had to consider before. But at the same time, it has also seen the advent of some of the most efficient and fastest services, especially in the tech industry.

Digital is the way forward, and worldwide stats confirm this: 127 new devices are connected to the internet every second, increasing internet adoption and users to 59% and 4.66 billion, respectively, in 2021.¹

In this eBook, we will outline some of the major issues currently affecting enterprises—from company digitalisation to adapting hybrid workspaces—and provide realistic and effective solutions readily available in the market today.

Pain points and trends



The main problem: Speed of digital transformation

The tech industry's main issues in 2022 have much to do with the speed of digital transformation, meeting ever-growing market demands, workforce development and camaraderie, cybersecurity, data and tech-driven decision-making models, and offering unique products and services in a highly saturated market. This is according to 15 tech leaders that revealed their concerns in a Forbes article.²

To mitigate and address these issues, products and services must adapt and work with varying business models.

As we enter into the next phase of our reality, some unprecedented changes to our ways of working have become commonplace and even sought after by business leaders and their teams.

In an analysis of the future of technology post-pandemic, Forbes Councils writes, "Clearly, the pandemic accelerated the dominance of technology in our lives and made us more digital creatures, with all the advantages and drawbacks therein."³

The solution: Companies need lightning-speed solutions for rapid mobilisation

The biggest pain points companies are currently facing lie in this rapid mobilisation to become more digital and deliver results at lightning speed, which affects almost every aspect of a business—from systems and processes to company data security, and even corporate culture. A Harvard Business Review article puts it this way: companies in the new normal cannot afford to have traditional information sources, business models, and capital allocated behaviours constrain them.⁴

5G is the technology for swift deployment and digitalisation

One such technology that governments and industries are prioritising today to allow for rapid deployment and digitalisation is 5G. This technology makes businesses more efficient, like adding rocket fuel to business growth. 5G brings forth the next wave of digital transformation, paving the way for new capabilities. It supports connectivity for applications like smart cities, autonomous vehicles, remote healthcare, and much more. The data it creates will push businesses to transform, thus creating a virtuous circle for the economy.⁵

5G is a critical initiative of the Singapore government. The same article noted that up to SGD 40 million will be invested to push the Smart Nation initiative, which will transform the nation into a leading global digital economy.

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Sustainability in technological innovation is key to lasting success

But along with this push for faster technology, the SG government is prioritising sustainable innovation—a global initiative for resilient development.⁶ Countries have recognised technology’s role in sustainability.⁷ The rate at which we are harnessing data and the advances in technology and innovation, according to The Overview Effect, can create a positive impact on countries’ efforts toward sustainable development.

Technology is the very enabler of globalisation and interconnection, and technological innovation is the key to a sustainable future.

5G is, in fact, directly linked to energy efficiency, as highlighted by the International Network Generations Roadmap (IEEE INGR), which makes deploying this technology a crucial first step in digital transformation.⁸

Companies, then, are not only keeping up with the rapidly evolving landscape but also factoring in how their newly minted practices factor into global or local environmental, social, and governance (ESG) goals.

Addressing the issues: 3 key areas



If we were to distil the issues discussed previously, we can categorise them into three main areas of concern: **Digital transformation (DX), costs of going digital, and managing a business and workforce in the new normal.**

In **digital transformation**, we will discuss how businesses either need to revamp or are already in the process of revising their traditional practices to incorporate new technologies, products, and services. While in **costs of going digital**, we outline the cost advantages that companies can consider when going digital. Lastly, given the context of remote work during the pandemic, enterprises also have to consider team preferences and the realities of **managing a business and workforce in the new normal.**



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Digital transformation (DX)



Digital transformation is revisiting and revamping the way a business has traditionally worked in the past.⁹ It is not digitisation, which is the transfer of paper records and documentation to the digital space (i.e. Using a digital spreadsheet to create a Gantt chart or project plan). Nor is it digitalisation, which is the process of using digitised documents to simplify workstreams (i.e. Automating a digital project plan to track budget and hours worked). Digital transformation or DX is both of these combined to create a whole new way of doing things and add more value to a company's processes.

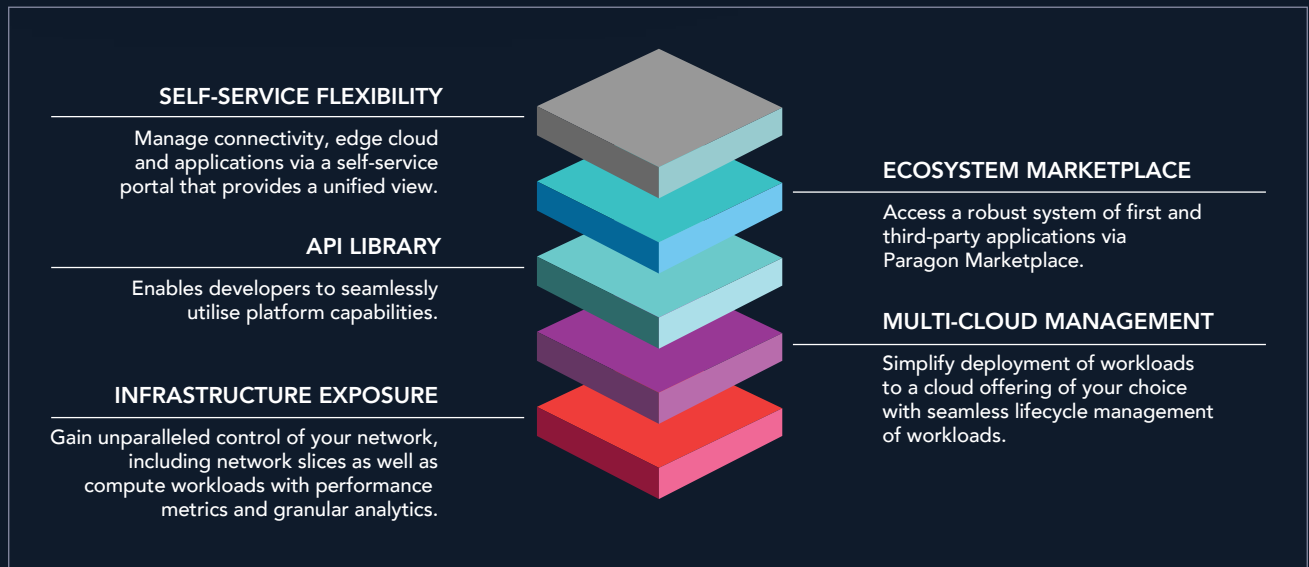
As businesses evaluate what needs to be done to keep up with their industries' growth, a deep dive into what aspect of their enterprises need changing is necessary. Some of the more traditional work streams, processes, and systems will need to undergo digital transformation. In doing so, companies can expect a fast and more efficient way of working.

A crucial first step to digital transformation is deploying 5G. 5G is the main enabler of innovation, paving the way for new capabilities and connectivity for smart cities, autonomous vehicles, remote healthcare, and more.

To deploy 5G quickly and effectively, an all-in-one platform for 5G network, edge computing, and service orchestration is a must. Paragon, a cutting-edge technology from Singtel, provides enterprises with key features that give them the advantage in the age of digital transformation. With Paragon, companies can expect an easy-to-

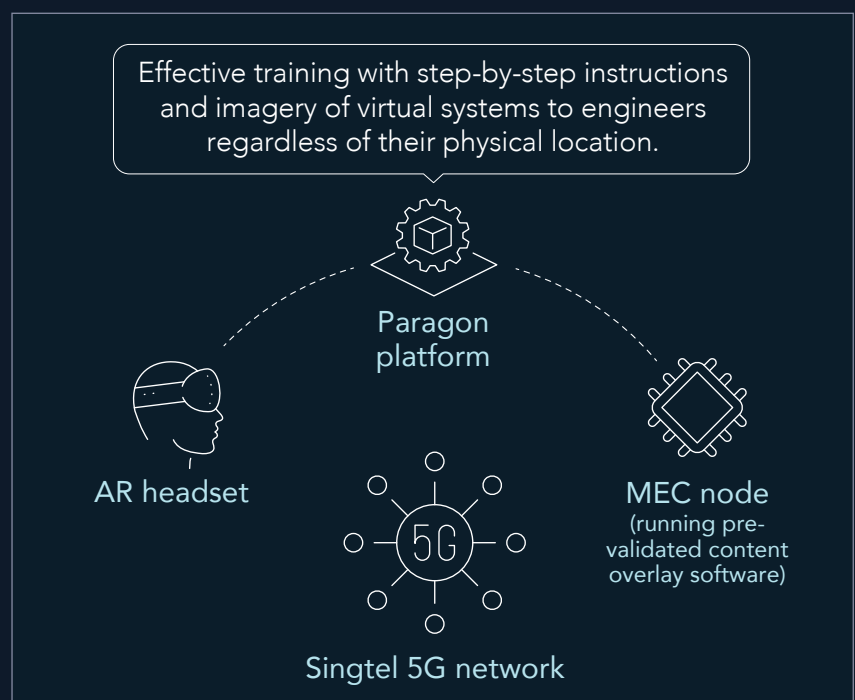
use service that adapts to their needs. This is a forward-looking technology that is capable of functioning across connectivity and computing, lessening the time it usually takes to get certain work streams done. Some of its key features include multi-cloud complexity, self-service flexibility, and a marketplace of ecosystem partners.

Singtel Paragon



To better visualise how Paragon can work in an enterprise, let's take a look at its application with AR Training. With 5G, MEC, and Paragon, a company can now rapidly onboard and train new employees.

Future skills & EduTech: AR-based e-Training



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In going digital, we are getting rid of slower, less cost-efficient legacy products.

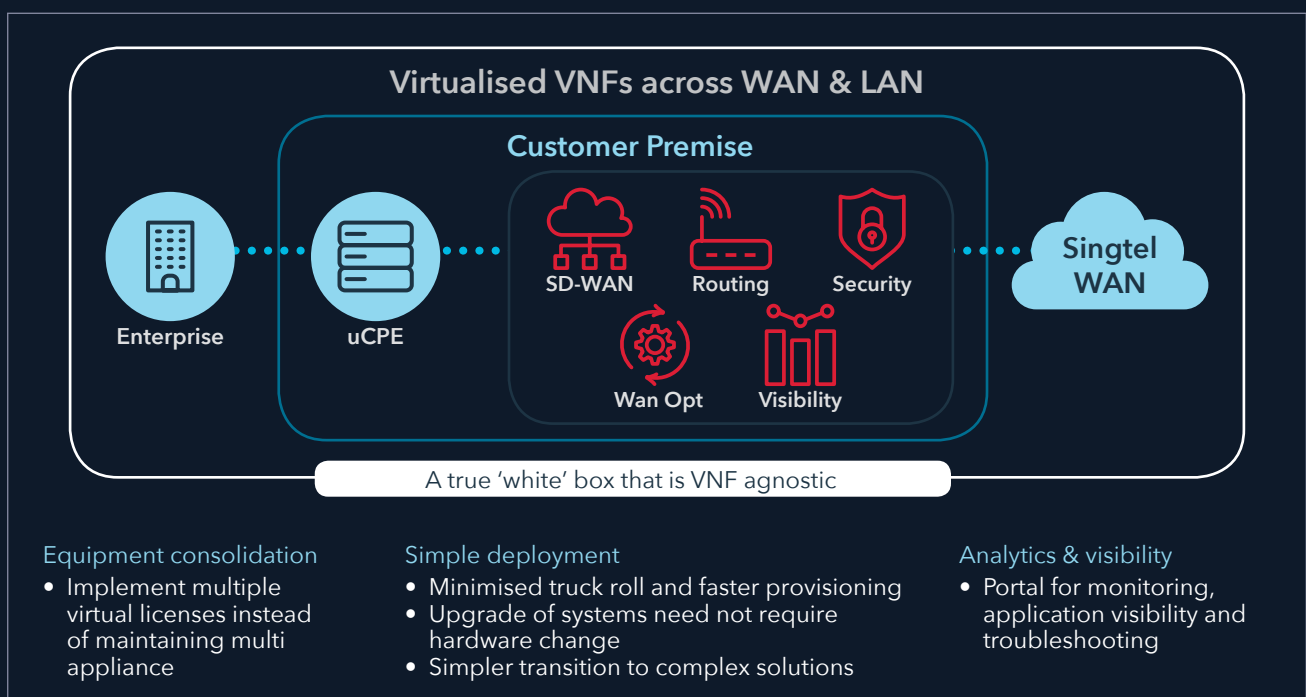
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Costs of going digital

Change is not only work-heavy, it is also financially heavy. But it need not be. The gains that a company can get from going digital outweigh the initial monetary investment. In going digital, we are getting rid of slower, less cost-efficient legacy products that we have gotten used to in the past.

For example: Singtel's SD-WAN VNFaaS allows for the virtualisation of network functions. This way, with just one device, the tools that enterprises need are consolidated into one easy-to-understand workflow. There would be less need for multiple CPE hardware, thus reducing costs.

SD-WAN: Virtual Network Functions as a Service (VNFaaS)



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There is also the cost of not going digital to consider. Some may think of the push for DX as merely a trend, but studies have shown that it is the future for enterprises and industries to grow. The International Data Corporation (IDC) forecasted that over SGD 2.5 trillion (USD 1.8 trillion) would be spent on digital transformation

in 2022 alone.¹⁰ And it looks to remain the same at least until 2025.

Pertinent disadvantages of not going digital are a loss of relevance in the market; slow delivery, output, and productivity; the missed opportunity to understand key analytics for business; and the struggle to find talent.

How fast are hackers today?

HACKERS TODAY WORK AT UNPRECEDENTED SPEEDS

1 An average of **39 seconds** per cyber attack happens every **39 seconds**.²


2 An average of **75 records** are **stolen per second** through hacking.³


3 Hackers take **1 hour 38 minutes** on average to breach a computer and spread across its network.⁴


However, digitalisation also opens doors to damaging costs if not managed properly through cyberattacks. According to CSO ASEAN, "The average organisational cost of a data breach in ASEAN is SGD 3.6 million (USD 2.62 million) and the average number of records per breach is 22,500."¹¹

Today, if businesses cannot afford downtimes and want to stay agile and resilient, cybersecurity is a critical component of DX. It is an important investment that protects enterprises from possible debilitating damages.

To properly assess DX's costs and benefits, creating a roadmap that highlights these points is essential.

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1 Understand DX's benefits and the business models enterprises can adapt in "[Operationalising digital transformation](#)."
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2 Create a DX roadmap with Singtel's "[Five steps to digital transformation](#)."
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3 Look into technologies that can fast-track DX, as mentioned in "[Driving digital transformation through cloud migration](#)" and "[Accelerating network transformation, the software-defined way](#)."

Managing a business and workforce in the new normal



DX does not only involve changing the tools that we work with. It also has a very human aspect to it.

Along with modernising comes the training and providing teams with tools that they can use to their advantage. Providing employees with new and improved technologies allows them to get their work done faster and more efficiently, without the risk of losing quality, regardless of where they are located.

In addition, for digital transformation to properly take root, it needs the buy in of

a business's teams. According to a Tech In Asia article in partnership with the Boston Consulting Group, getting an entire company's human talent pool to embrace digital transformation means removing roadblocks and reluctance to necessary changes, giving way to new successes.¹²

Also consider that the post-pandemic workplace is looking more and more remote or, at the very least, hybrid. Employees, amidst the changing COVID regulations and lockdowns, have realised that productivity and quality of work need not be sacrificed by the absence of an office. Having teams spread out across locations necessitates a faster, stronger, safer, and more reliable technology and connection.



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Employees have voiced their concerns. They want better communication and collaboration methods, and access to IT systems even when working remotely.

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Singtel’s Unified Communications service, for example, allows the streamlining of communications for a more holistic experience across business touchpoints.

This ensures that technology solutions and lifecycle management for voice, video, contact centre, and collaboration are delivered to every business.

Stay connected with Singtel Unified Communications

Stay connected



One Unified app for phone, video, meetings, chat for your hybrid workforce

Flexibility



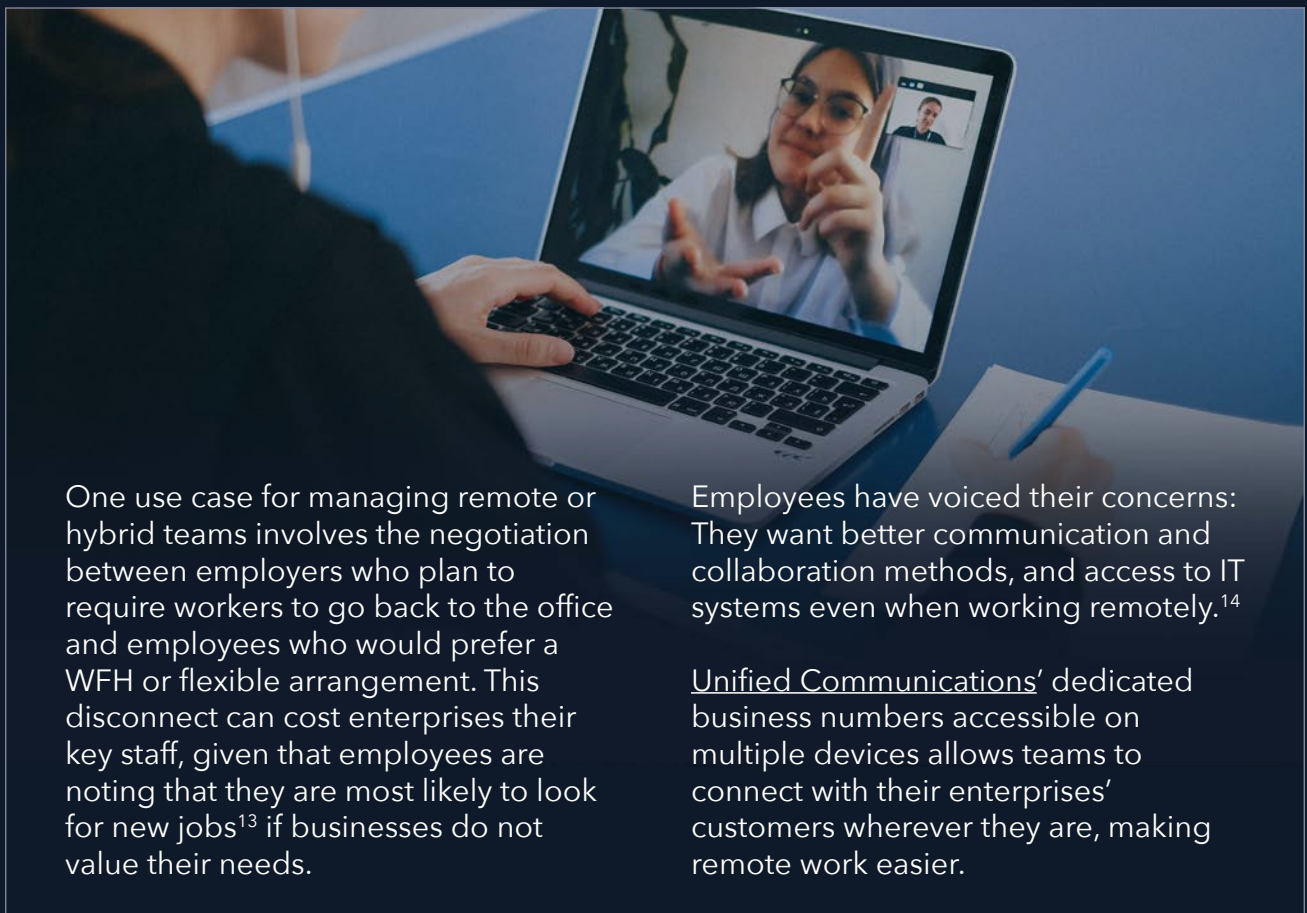
Flexibility to add pre-integrated call related services for your business communications needs

Secure & resilient



Secure cloud-based voice with high availability and built-in redundancy

The new Singtel UC Experience



One use case for managing remote or hybrid teams involves the negotiation between employers who plan to require workers to go back to the office and employees who would prefer a WFH or flexible arrangement. This disconnect can cost enterprises their key staff, given that employees are noting that they are most likely to look for new jobs¹³ if businesses do not value their needs.

Employees have voiced their concerns: They want better communication and collaboration methods, and access to IT systems even when working remotely.¹⁴

Unified Communications' dedicated business numbers accessible on multiple devices allows teams to connect with their enterprises' customers wherever they are, making remote work easier.

Key takeaways



For an enterprise to thrive, it must adapt.

To meet the rapid and growing demands of various industries, businesses must consider if they are ready for a digital transformation, and which parts of their enterprises should adapt to the digital age. They also need to assess which products suit their needs and can be incorporated into their current working structures and corporate culture.

Services like Paragon, SD-WAN VNFaaS, and Unified Communications are all examples of such products that are taking on a holistic, forward-thinking, and sustainable approach to telecoms and connectivity. Powered by 5G, done sustainably, and protected with vigilant cybersecurity, companies can be sure these lightning-speed solutions will make them agile and stronger.

Let's work together. For more information on Singtel's products and services, [contact us](#).

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