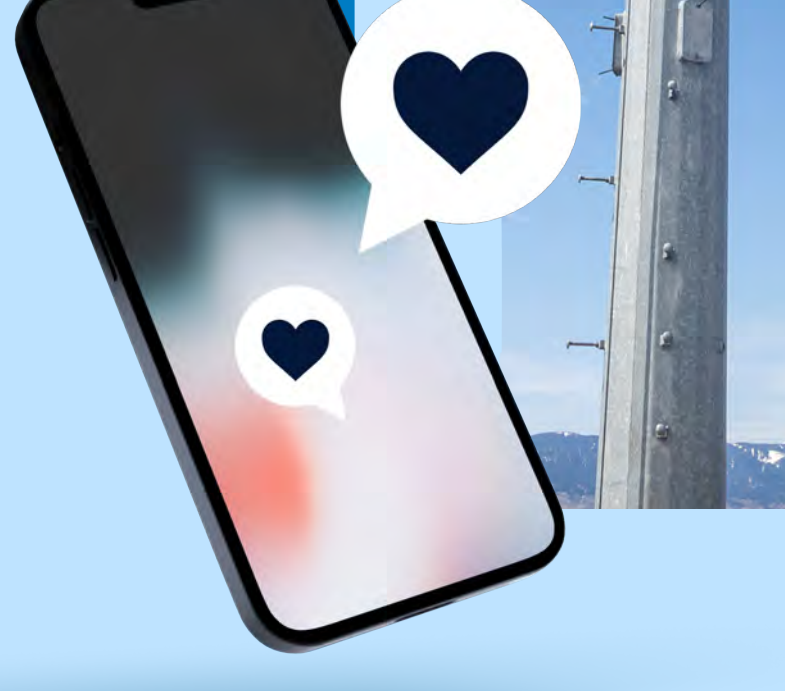


REIMAGINE NEXT-GENERATION TELECOMMUNICATIONS

Deliver the services
your customers crave



THERE ARE GROWING CHALLENGES IN THE TELECOMMUNICATIONS MARKET

Expectations are growing, and telcos need to find innovative ways to launch products and engage consumers.

They need the capabilities to deliver across business functions like **supply chain, finance, HRMS, and 5G enablement...**

...and deliver convenient, personalized services for customers.



AND BUILDING CUSTOMER LOYALTY IS A PRIORITY

The telecom industry is the hardest hit by churn¹

5.7 TIMES

Brands that deliver the best customer experience bring in 5.7 times more revenue than their counterparts²

70%

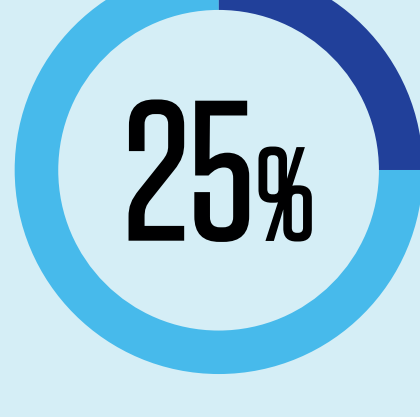
70% of consumers identify customer experience as one of the top three factors they consider when making a purchasing choice³

1 IN 3

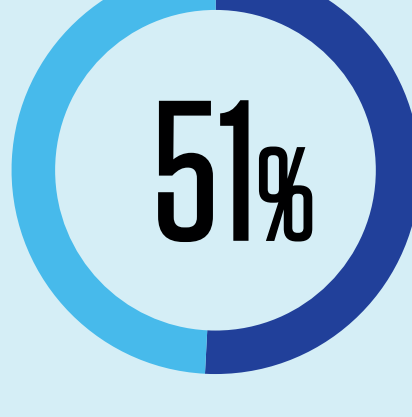
And 1 in 3 adults say a single poor experience is enough to consider switching brands⁴

It's time to embrace cloud technology.

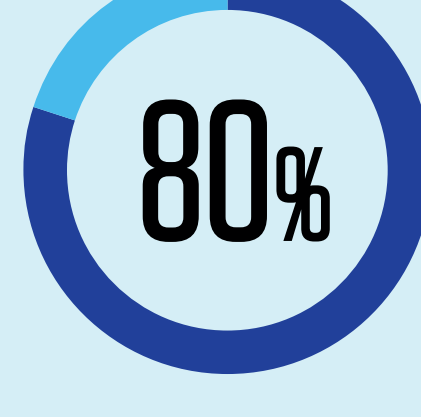
The telecom cloud market is projected to reach over \$32.5 billion by 2027⁵



A majority of telcos are engaging with edge computing on some level, with **25%** already deploying it or actively planning to scale it⁶



Remote work is heightening the need for connected devices, with **51%** of Americans working from home at least one day a week⁷



5G and 6G are estimated to expand connectivity to up to **80%** of the global population by 2030⁸

Cloud technology provides cost-effective, scalable, and flexible capabilities and it can help providers keep up with ever-growing demand.

MODERNIZ YOUR OPERATIONS ACROSS FOUR KEY AREAS

1 Sales and customer engagement

Gain a complete view of customers with AI-powered, real-time, and predictive customer insights.

2 Back-office processes and insights

Improve planning and forecasting with an integrated operational dashboard for cross-functional streamlined processes.

3 Employee journey experience

Harness the power of AI to improve hiring processes and provide a consolidated view of HR data.

4 5G network operations

Simplify capacity planning, reduce costs, expedite time to market for new slice designs, and automate key processes.



INNOVATIVE COMMUNICATIONS MANAGEMENT WITH INFOSYS AND ORACLE

Telecommunication Industry Solution by Infosys—powered by Oracle Cloud can help you to:



Boost core capabilities

and enhance assets and their performance



Reduce costs

through increased operational efficiency



Acquire AI and ML capabilities

to optimize processes



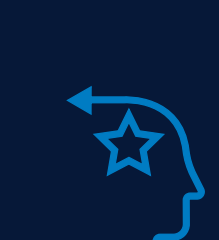
Accurately estimate revenue

with precise predictions and risk analysis



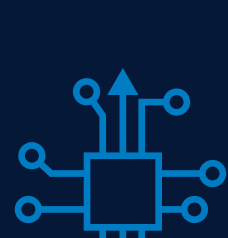
Accelerate delivery

with modular solutions and pre-built capabilities for specific business challenges



Improve the user experience

with 360-degree insights into everything that matters



Implement a flexible reference architecture

for greater agility

Transform telecommunications in the cloud

Telecommunication Industry Solution by Infosys—powered by Oracle Cloud can help you deliver faster ROI across diverse business functions and ensure you have the right operational insights to drive business agility.

To learn how you can start reimagining next-generation communications with Oracle and Infosys, please get in touch or visit our solution page.

¹ <https://techsee.me/wp-content/uploads/2022/09/2022-Churn-Survey-Telecom.pdf>

² <https://www.retailcustomerexperience.com/blogs/why-personalization-is-key-for-retail-customer-experiences/>

³ <https://www.cxtoday.com/contact-centre/the-state-of-cx-in-the-telecom-sector-for-2022/>

⁴ <https://www.marketsandmarkets.com/Market-Reports/telecom-cloud-market-72237103.html>

⁵ <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/tech-talent-in-transition-seven-technology-trends-reshaping-telcos>

⁶ <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/tech-talent-in-transition-seven-technology-trends-reshaping-telcos>

⁷ <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/tech-talent-in-transition-seven-technology-trends-reshaping-telcos>

⁸ <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/tech-talent-in-transition-seven-technology-trends-reshaping-telcos>

About Oracle

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in Oracle Cloud. For more information about Oracle (NYSE: ORCL), please visit us at www.oracle.com

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com