Preparing enterprises for a smart future

The convergence of technologies such as 5G, IoT and AI is starting to disrupt and redefine entire industries. The future of logistics, for example, could see autonomous vehicles that vastly improve navigation safety and fleet management. Unmanned robots and drones would make inventory management and order fulfilment faster and more efficient. With our enterprise services and advanced cyber security solutions, we're helping enterprises leverage the transformative power of technology to get ahead in the future economy.
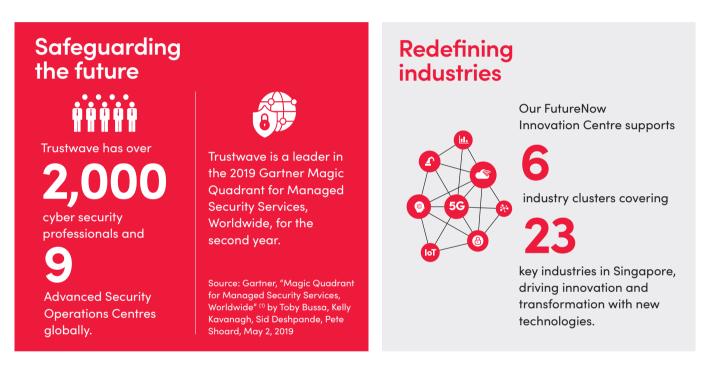
Group Enterprise

As advancements in technology continue to disrupt industries, our focus at Group Enterprise is on helping enterprises prepare for the future by accelerating their digital transformation, realising the possibilities enabled by new and disruptive technologies, and unlocking new growth opportunities. Through R&D and innovation, we are reimagining the future of industries and bringing it closer to customers.

Safeguarding the future

Trustwave has over

2,000

cyber security professionals and

9

Advanced Security Operations Centres globally.

Trustwave is a leader in the 2019 Gartner Magic Quadrant for Managed Security Services, Worldwide, for the second year.

Source: Gartner, "Magic Quadrant for Managed Security Services, Worldwide" [1] by Toby Bussa, Kelly Kavanagh, Sid Deshpande, Pete Shoard, May 2, 2019

Redefining industries

Our FutureNow Innovation Centre supports

6

industry clusters covering

23

key industries in Singapore, driving innovation and transformation with new technologies.

BRINGING THE FUTURE CLOSER
As more nations race to build smart cities and digitalise their economies, rapid changes are sweeping across industries, redefining how enterprises and their value chains operate. To help enterprises transition to and navigate this new digital economy, we continue to develop services, solutions and platforms to spur innovation, rethink business models, redefine customer experiences, engage employees and improve productivity.

We launched the FutureNow Innovation Centre which showcases the future of industries powered by innovative technologies and services like cloud computing, data analytics, AI, cyber security, blockchain, robotics, automation, software defined networks, IoT and 5G. We are enhancing our ecosystems and empowering enterprises to accelerate their digitalisation efforts.

To help SMEs adopt digital technologies to improve efficiencies and achieve their growth potential, we launched

the enhanced 99%SME platform with IMDA which garnered strong support from our partners. The platform combines critical business intelligence, last-mile delivery options, and new omni-channel retail and customer engagement features to help SMEs grow their customer base, using both offline and online presence.

Underlying these new technologies and platforms is high bandwidth connectivity, which is the

Note:
[1] Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

cornerstone of a digital economy. Last year, we launched Singapore's first 5G pilot network at one-north with Ericsson. We also partnered with Ericsson and Singapore Polytechnic to open the nation's first live 5G facility – 5G Garage – on campus which serves as a training centre, test bed and ideation lab to develop Singapore's own 5G ecosystem.
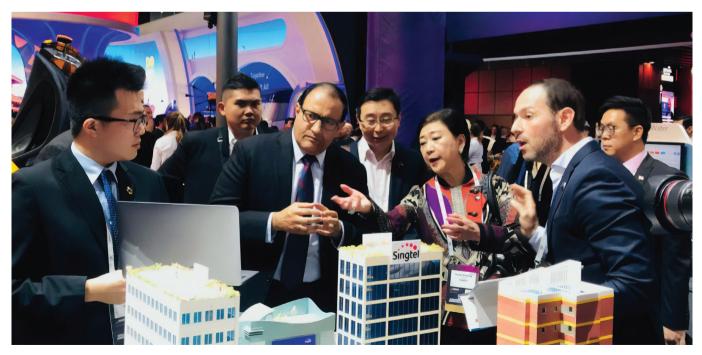
PROTECTING ENTERPRISES

As we move towards a hyper-connected digital future, the risk of cyber threats becomes even greater. To safeguard enterprises against a growing slew of fast-evolving cyber threats, we consolidated our cyber security assets under the Trustwave brand, to form one of the industry's most comprehensive global cyber security companies. We continue to develop our cyber security capabilities to position ourselves to lead and shape the cyber security sphere. Our global network of Advanced Security Operations Centres is now supported by the new Trustwave SpiderLabs Fusion Centre in Chicago, a cutting-edge cyber security command centre providing unprecedented threat hunting capabilities through pioneering threat intelligence. We also acquired Hivint, an award-winning cyber security consulting company in Australia, enhancing our consulting capabilities.

To further complement our network, we welcomed AT&T as a member to the Global Telco Security Alliance that we formed with Etisalat, Softbank and Telefónica, greatly increasing the Alliance's global presence and resources. We also partnered with Argus, a global leader in automotive cyber security, whose solutions are being integrated into Singtel's managed security services. The partnership will facilitate the future introduction of connected cars and new technologies such as autonomous vehicles.

STRENGTHENING CORE CAPABILITIES

Strong core capabilities are key to powering new technologies and helping customers accelerate their own digital journey. Even as we develop new services, we continue to strengthen and digitalise our core. We launched Liquid Infrastructure, a next-generation data-driven, highly agile, intelligent platform that integrates physical and virtual network services. The platform, designed for use with services such as optimised cloud access, virtual network function and IoT, allows enterprises to configure their networks with ease and deploy resources when needed.

Singtel executives demonstrating how IoT and AI can enhance companies' competitive advantage to Singapore's Minister for Communications and Information S Iswaran (third from left) at MWC Barcelona 2019.

OVERVIEW

BUSINESS REVIEWS

GOVERNANCE AND SUSTAINABILITY

PERFORMANCE

FINANCIALS

ADDITIONAL INFORMATION

Group Enterprise

The CEO Conversation

Empowering customers in their digital transformation journeys

The advent of digital has seen Singtel evolve into a technology-led, data-driven, agile digital services provider. Group Enterprise CEO Bill Chang discusses how, drawing on our own experience, we are helping enterprise customers to digitally transform, increase their innovation capacity and outperform their competitors.

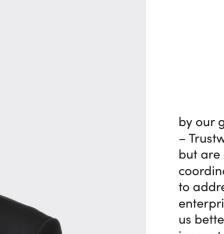**Why is it important for enterprises to digitalise and are they doing it fast enough?**

Bill: Major technological advances have disrupted industries, making it easier for companies to enter new business verticals and challenge incumbents. This has turned old notions of competition on its head, making digital transformation a necessity rather than an option.

Our own experience in the telco industry is a good example. The smartphone started the mobile internet and data revolution, disrupting our traditional telco revenues in voice services. We had to respond quickly by developing new business models around data and digital while preserving the value in our core business.

This is a dilemma and challenge that companies routinely face. While they recognise the need to digitalise, they aren't moving fast enough nor do they have the digital capabilities to do so effectively. The Singapore Government has been trying to address this by throwing its support behind various initiatives, building digital ecosystems and pushing for greater industry collaboration. But enterprises also need a reliable partner to help chart their digital roadmap, and guide and catalyse their operations.

How is Singtel helping other enterprises in their digital transformation journeys?

Bill: Our own transformation experience, coupled with our expertise, positions us well to help enterprises. With our solutions in

data analytics, cloud, cyber security, robotics, automation, IoT and 5G, enterprises can kick-start their digitalisation journey, maximise efficiencies and even develop new business models. The beauty of these solutions is the fact that it can benefit any size of enterprise – from one-person operations to multinationals.

Enterprises which are already digitalising can partner and use our resources to co-create and test concepts in a secure environment like our FutureNow Innovation Centre which we launched in August. They can also tap into our R&D labs to test technologies like AI, cyber security, augmented reality and automation to reimagine the customer experience and redefine their businesses, products and services. We have developed a framework for digital transformation where design thinking

OVERVIEW

BUSINESS REVIEWS

GOVERNANCE AND SUSTAINABILITY

PERFORMANCE

FINANCIALS

ADDITIONAL INFORMATION

by our global cyber security brand – Trustwave – we not only monitor but are able to detect, hunt and coordinate an effective response to address cyber threats within an enterprise's infrastructure. This helps us better secure enterprises and innovate new services and solutions to stay ahead of the competition.

Our broad range of digital services and cyber security capabilities provides enterprises with the tools to become agile, digital organisations that can adapt to a constantly changing digital economy.

How do these technologies and services help enterprises prepare for the industries of the future?

Bill: Cities and industries of the future will be powered by intelligent connectivity – a convergence of 5G, IoT and AI that will form the backbone of a new hyper-connected era.

This is already playing out in the maritime space, where analytics, cloud and IoT are being dovetailed to monitor the performance of ships in real time and predict issues before they occur. This will help enterprises to be safer and more efficient when managing their fleets. Healthcare is also undergoing a digital overhaul, empowering doctors to remotely perform and monitor complex surgeries in real time, maximising efficiencies and extending their expertise to patients worldwide. Backed by actionable data insights, enterprises will be able to build digital business systems that will give them that highly coveted competitive advantage.

> **With our solutions in data analytics, cloud, cyber security, robotics, automation, IoT and 5G, enterprises can kick-start their digitalisation journey, maximise efficiencies and even develop new business models.**

Bill Chang
CEO, Group Enterprise

is applied to understand customers' needs and develop solutions to meet them. We can further help enterprises scale their businesses with our customer base and reach across the region.

What capabilities has Singtel developed to help enterprises succeed in their digitalisation efforts?

Bill: As advanced connectivity is a prerequisite for digitalisation, we have strengthened our core

network capabilities with software-defined networks to improve reliability, resource management and efficiency. This has allowed us to develop capabilities in new technologies that will change the way enterprises and industries operate, such as cloud, cyber security, IoT, analytics, 5G, AI and robotics.

Critically, with the rise in cyber attacks globally, the deployment of these systems needs to be secure. With our consolidated cyber security capabilities and resources provided