IDC Telecommunications Insights: Europe, Middle East and Africa Business Models and Technology Transformation

Telcos are evolving from traditional communication service providers to platform players at the heart of digital ecosystems. This entails transforming their network infrastructure, associated IT, and operations and deciding where to operate in the digital value chain, with whom to partner, and how to manage and orchestrate new technologies. The *IDC Telecommunications Insights: Europe, Middle East and Africa Business Models and Technology Transformation* service presents our analysis of how telcos in Europe, the Middle East, and Africa (EMEA) are approaching this transformation and the related opportunities available to telecom vendors and partners.

MARKETS AND SUBJECTS ANALYZED

- Digital transformation within telcos
- Telco operational and business support systems (OSS and BSS)
- Customer experience (CX) technologies and strategies
- The evolving API telecommunications market
- The impact of key enabling technologies (e.g., 5G, AI/ML, Internet of Things, and cloud)
- Telcos' opex and capex
- Mergers and acquisitions
- Intelligence and automation in telecom operations and processes
- 5G and LTE developments and deployments
- The role of cloud providers in the digital telecom ecosystem
- Safeguarding digital sovereignty
- Implementing sustainability strategies

CORE RESEARCH

- Outlook for the EMEA Telecom Industry in 2024 and Beyond
- Market Analysis Perspective: Technology Priorities and Strategies
- European Communications SP Spending Forecast, 2024–2028
- Telcos and Sustainability: The Road to Net-Zero Strategies
- EMEA Telco Survey: Technology Plans and Strategies
- Strategic Considerations for the API Telecom Market
- Next-Generation OSS/BSS
- IDC's Worldwide Digital Transformation Use Case Taxonomy
- Emerging Business Models for Telco Cloud
- EMEA OSS/BSS Forecast, 2024–2028
- Strategies to Boost Telecom Customer Experience
- Evaluating Telco Opportunities in Digital Marketplaces
- Telco GenAI Use Cases and Value Chain
- Digital Sovereignty and the Impact on Telcos

In addition to the insight provided in this service, IDC may conduct research on specific topics or emerging market segments via research offerings that require additional IDC funding and client investment. To learn more about the analysts and published research, please visit: IDC Telecommunications Insights: Europe, Middle East and Africa Business Models and Technology Transformation.

KEY QUESTIONS ANSWERED

1. What will shape the EMEA telecom industry in the next one to five years?
2. What are EMEA telcos' opex and capex by category and country?
3. How will network architectures and investments change as sustainability becomes a legitimate business priority?
4. How will emerging technologies affect telcos' operations and service offerings?
5. How should telcos adapt their platforms using APIs to capitalize on new revenue-generating opportunities offered by 5G services?
6. How can telcos adopt new technologies and operating models to transform and improve CX?
7. How are telcos planning to partner on and implement AI technologies to achieve the desired ROI?

COMPANIES ANALYZED

This service reviews the strategies, market positioning, and future directions of providers in the broader telecom ecosystem, including:

A1, Altice, AT&T, Accenture, Amdocs, Atos, AWS, BT, Capgemini, Cisco, Colt, Dell, Deloitte, Deutsche Telekom, eir, Elisa, e&, Google, Hewlett Packard Enterprise, Huawei, Ericsson, IBM, KPN, Liberty Global, MTS, Microsoft, Netcracker, NTT Communications, NEC, Nokia, Optiva, Oracle, Orange, OTE, Proximus, Red Hat, Samsung, STC, Swisscom, Tech Mahindra, TDC, Telefónica, TIM, Tele2, Telenor, Telia, VMware, Verizon, Veon, Vodafone, Wipro, ZTE