



# totaltelecom+

BUSINESS ANALYSIS FOR TELECOMS PROFESSIONALS

NOVEMBER 2016



# THE WINNERS & FINALISTS

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We live in interesting times. “I never remember myself a time in which our history was so full, in which day by day brought us new objects of interest, and...new objects for anxiety.” That quote, taken from a speech by British politician Joseph Chamberlain in 1898, rings as true today as it did then. In these interesting times, the role that the global telecommunications sector plays in delivering a brighter, more prosperous future for everyone has never been more important, and it is at ceremonies like the 2016 World Communication Awards that we celebrate the achievements of this most significant of industries.

While the winners in each category will take centre stage, every finalist is worthy of recognition; submitting an entry that catches the attention of our discerning panel of judges—profiled on p.4—is an achievement in and of itself. My sincere thanks to the judges, chaired by Plum Consulting CEO Tony Lavender. Their dedication, experience and, above all, independence makes winning a World Communication Award so special. I would also like to thank our sponsors—meet them on p.6—without whom the awards would not be possible.

Detailed within these pages are not just the finalists and winners at the World Communication Awards, but also those companies recognised by our third annual Internet of Things Awards—the IoTAs—which celebrate the leading lights in one of the most exciting areas of telecoms today. Many congratulations to you all.

👤 Nick Wood  
Acting Editor, Total Telecom

“ The role that telecoms plays in delivering a better future has never been more important

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**TONY LAVENDER**  
**PARTNER & CEO**  
**PLUM CONSULTING**

Tony is the chair of judges for the World Communication Awards. He has extensive expertise in telecoms strategy, technology and regulation. Tony has advised many telecoms organisations on a variety of business and regulatory issues and particularly on industry transformation arising from convergence.

**JON NEVILLE**  
**FOUNDER**  
**VOILEX**

Jon runs consultancy company Voilex, which specialises in network solutions, particularly in network design and provision, IP telephony, unified communications, virtualisation and cloud computing. He is also a senior consultant for Sytel Reply. Previous companies include Steria, Empirix and IDC.

**MICHAEL BARTHOLOMEW**  
**PRESIDENT**  
**BARTHOLOMEW ADVISORS**

Michael heads up a government and public affairs consultancy providing counsel on Internet, media and telecoms legislation. His clients include major Internet players and disruptive technology firms. He has extensive experience in the sector, with previous roles including serving as a director of ETNO.

**JANET WATKIN**  
**CEO**  
**OCEAN82**

A customer experience expert, Janet runs Ocean82, a consultancy dedicated to helping business service providers win, keep and nurture their customers. Janet formerly served as a senior marketing manager for BT Global Services. She is also chair of judges for Total Telecom's Asia Communication Awards.

**FRAN O'BRIEN**  
**MOBILITY CTO GROUP**  
**CISCO**

Fran is currently a member of the Mobility CTO team at Cisco. He participates in various global standards bodies and fora, including 3GPP, ETSI, the GSMA, and the NGMN, among others. He also previously served as senior director of Alcatel-Lucent's wireless standards and intellectual property division.

**MARY LENNIGHAN**  
**EDITOR**  
**TOTAL TELECOM**

Mary manages Total Telecom's editorial portfolio, including daily news service [www.totaltele.com](http://www.totaltele.com), trends-led publication Total Telecom+, and the annual Global 100 report. She has 15 years' experience in the telecoms sector and has written on a variety of topics, with a particular focus on operator strategy.

**MATT HATTON**  
**FOUNDER & CEO**  
**MACHINA RESEARCH**

Matt is a widely respected wireless industry expert with more than 15 years' experience at the cutting edge of telecoms research. Matt's current focus at Machina Research is squarely on the emerging opportunity for the Internet of Things (IoT) and machine-to-machine (M2M) communication.

**ROBERT MILLINGTON**  
**PRINCIPAL**  
**CONSTANCE PW**

Robert has over 20 years' experience analysing and investing in the telecommunications industry on a European and a global basis with BZW, Credit Suisse and Government of Singapore Investment Management. He also headed up European telecoms research at Grupo Santander.

**ROB BRATBY**  
**PARTNER**  
**OLSWANG**

Rob is an international transactional lawyer. He has expertise in the telecoms, media and technology sectors and experience in developed and emerging markets across Europe and Asia. He provides strategic counsel to companies and their boards, with a particular focus on cross-border deals and projects.

**ISABELLE PARADIS**  
**PRESIDENT**  
**HOT TELECOM**

Isabelle has worked for 20 years in the telecoms industry. Her experience ranges from international wholesale to business strategy, marketing and product management, as well as extensive research and consulting experience. She is president of Hot Telecom, a global telecoms consulting company.

**ROLAND DA SILVA**  
**STRATEGY ADVISOR**  
**INDEPENDENT**

Roland is an independent advisor in the technology, telecoms and media space. He defines and executes strategies to help clients across a range of industries expand corporate footprints through organic and M&A growth, turn around under-performing business units, and create top and bottom-line benefit.

**RICK CHANDLER**  
**CHAIRMAN**  
**CMA**

Rick is a telecoms veteran, spending many of his 35 years' experience at board level at several global companies. He is also the founder and CEO of Airworking, a specialist consultancy focused on projects related to the Internet of Things (IoT), future cities and transport infrastructure.

**NICK WOOD**  
**ASSISTANT EDITOR**  
**TOTAL TELECOM**

Nick joined the Total Telecom editorial team in 2007 and was appointed assistant editor in 2010. He has a broad industry knowledge, tracking global telecoms trends. His recent areas of focus include 5G technologies, the Internet of Things (IoT), and topics related to Total Telecom's Connected Britain event.





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Tata Communications Transformation Services (TCTS) provides leading business transformation, managed network operations, network outsourcing and consultancy services to telecom companies around the world. TCTS delivers operational efficiency, cost transformation and revenue acceleration solutions.



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Telia Carrier owns and operates one of the world's most extensive fibre backbones. Its mission is to provide exceptional network infrastructure and services, empowering individuals, businesses and societies to execute their most critical activities. It makes big ideas happen at the speed of fibre.



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At ADVA Optical Networking we're creating new opportunities for tomorrow's networks, and a new vision for a connected world. Our intelligent telecommunications hardware, software and services have been deployed by several hundred service providers and thousands of enterprises worldwide.



**EVENT SUPPORTER**

Telin is a subsidiary of PT Telekomunikasi Indonesia, Indonesia's largest telecommunication, information, media, edutainment and service (TIMES) provider. Telin has a vision to be the world's hub for TIMES by delivering international voice, data, and solution services, and by further expanding its global footprint.



**GOLD SPONSOR**

NTT Communications provides consultancy, architecture, security and cloud services to optimise the ICT environments of enterprises. These offerings are backed by the company's global infrastructure, including its tier-1 IP network, which reaches 196 countries and regions, and over 140 secure data centres worldwide.



**GOLD SPONSOR**

PCCW Global is the international operating division of HKT, Hong Kong's premier telecoms provider. Covering more than 3,000 cities and 140 countries, PCCW Global's network supports a portfolio that includes Ethernet, IP, fibre, and satellite solutions, managed services, international voice and VoIPX services.



**SILVER SPONSOR**

Vodafone is one of the world's largest total communications providers with mobile operations in 26 countries, partners with mobile networks in 55 more, and fixed broadband operations in 17 markets. Vodafone has more than 446 million mobile customers and 12 million fixed broadband customers.



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Ncell is the first private GSM operator and leading mobile service provider in Nepal. Ncell provides services of international quality but with a local touch. Its products are cost effective and innovative, and are designed to meet the needs of the discerning local society. Ncell is a part of Axiata Group Berhad.



**EVENT SUPPORTER**

Telstra is a leading telecommunications and technology company offering a wide range of services globally. Our heritage is proudly Australian, but we have a longstanding international business with a focus on the Asia-Pacific region. Our subsea cable network underpins Asia-Pacific's digital economy.



**EVENT SUPPORTER**

VMware's virtualisation technology transforms the delivery of telecommunication services. VMware's vCloud NFV is an NFV services delivery, operations and management platform, developed for CSPs that want to cut infrastructure costs, improve agility and rapidly monetise exciting new services.



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**WINNER**  
**VIETTEL**  
**LUMITEL**

Viettel set ambitious targets for its Lumitel mobile operation in Burundi, which launched in March 2015: to acquire 600,000 subscribers—equal to a market share of 25%—within six months and become a top-three operator within three years. Not easy in a developing market with five rival operators.

To build awareness, 200 sales staff visited 2,500 villages in person, using loud speakers to promote Lumitel to people living beyond the reach of mass media. Viettel also coordinated the simultaneous launch of 20 stores and 3,500 points of sale in all 18 of Burundi's provinces. Furthermore, 30,000 square metres of walls across the country were painted in the company's colours.

Four months after launch, Lumitel added its 1 millionth customer, giving it a market share of 31%, making it Burundi's second-largest operator. The judges were very impressed by Lumitel's success, hailing Viettel for achieving "significant results... over a very short time". One judge exclaimed: Viettel "created awareness using wall art and megaphones, and took a 31% market share in one year!"

“ Using wall art and megaphones, Viettel took a 31% market share in one year

**FINALISTS**

**ORANGE – ORANGE BRAND EVOLUTION (HIGHLY COMMENDED)**

**TELSTRA – BRING I.T. ON (HIGHLY COMMENDED)**

**OOEDOO – STAND FOR GOOD**

**TURKCELL – LETTERS TO GALLIPOLI**

# STRANGE THINGS HAPPEN WHEN DATA HOPS TOO MUCH

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**WINNER**  
**TELENOR**

Telenor Pakistan completely overhauled its approach to customer care, adopting a ‘customers are us’ mantra as part of a concerted effort to reduce call-waiting times; route calls based on need, not revenue profile; resolve problems in a single call; and ultimately improve net promoter score.

Going back to square one paid off: now, no customer has to wait longer than five minutes to speak to a customer care representative, repeat calls have been cut dramatically, and Telenor Pakistan’s NPS has never been higher. The company has also rolled out a new omni-channel customer care system, enabling it to track the customer journey across multiple touchpoints.

“A truly customer-focused programme backed up by customer metrics, but linked to business impact, which is significant” noted the judges. The panel was also impressed that Telenor Pakistan provided first-hand customer testimonials to back up its entry. “A comprehensive entry that sets Telenor Pakistan apart,” said one of the judges.

““ A truly customer-focused programme backed up by customer metrics, but linked to business impact

**FINALISTS**

- OOREDOO MYANMAR (HIGHLY COMMENDED)**  
**SINGTEL**  
**TELKOM INDONESIA**

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connected **entertainment**



Best TV Experience  
Enhancement



Contribution to  
User Experience



Highly Commended  
Best social TV app

 netgem.com

**WINNER**

# **SMART COMMUNICATIONS**

## **SMART TECHNO CART**

Smart TechnoCart is a portable digital laboratory designed to improve literacy among young Filipino students attending public schools. It contains up to 25 student tablets preloaded with an educational app, a laptop, a projector, and a mobile WiFi hotspot, all contained within a customisable cart that doubles as a presentation platform, and can be wheeled from classroom to classroom.

30 schools with 246 classes are now using TechnoCarts, benefiting more than 6,000 students. Schools are reporting improvements in writing and numeracy, and audio-visual skills. The scheme is also imparting valuable digital literacy skills to both students and teachers alike. Not only that, but according to one school, attendance rates have improved since the deployment of TechnoCart.

A worthy winner, the Smart TechnoCart “serves a real need and statistics show it is taking off,” said one member of the judging panel. “TechnoCart is extending literacy in an engaging fashion,” noted another.

“ Smart's TechnoCart is extending literacy in an engaging fashion

---

## **FINALISTS**

**ORANGE – M@GRI SERVICES**

**TELIN – KARTU AS 2IN1**

**TURK TELEKOM – PROJECT SUNSHINE**

# Your connection to the world



Vodafone Carrier Services



**1 million**  
kilometres of fibre

**Top 5**  
wholesale internet  
provider

**58 billion**  
international voice  
minutes

**11 countries**  
last mile connectivity

**465+ million**  
customers

**WINNER****SINGTEL****CONNECTPLUS SOFTWARE-DEFINED WAN**

Singtel's ConnectPlus (C+) Software-Defined WAN helps to simplify enterprise WAN environments by establishing a unified network plane that spans disparate networks, from MPLS to Internet and metro Ethernet, giving enterprises control and end-to-end visibility.

As well as securely managing their infrastructure, C+ Software-Defined WAN also improves agility, enabling enterprises to deploy connectivity to new sites easily and scale their network quickly in response to changing needs, Singtel said. It explained that a cloud-hosted network management console gives businesses better visibility and control over their entire WAN infrastructure.

The combination of impressive capabilities and Singtel's large footprint in Asia stood out for the judging panel. Unifying disparate networks is "a big issue in the industry," noted one judge, who said that Singtel "provides a good solution" to this problem. "Singtel's entry is right on trend, which is what we look for in this category," said another.

“ Singtel's entry is right on trend, which is what we look for in this category

**FINALISTS****TELSTRA – GLOBAL CLOUD SERVICE (HIGHLY COMMENDED)****HUTCHISON GLOBAL COMMUNICATIONS – HGC OTT NETWORK EXTENSION****INTERROUTE – CLOUD CONNECT****PCCW GLOBAL – NTWINE UNIFIED COMMUNICATIONS****VODAFONE TURKEY – DIGITAL MINUTES**

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'Mobile in Emergency Humanitarian Situations' (2016)



'Mobile Service Provider of the Year' (2015 and 2016)

**WINNER****VODAFONE CARRIER SERVICES**

The scope and scale of Vodafone Carrier Services' network transformation initiative ensured it took home the award in what was a closely-contested category.

Since its inception three years ago, Vodafone Carrier Services has consolidated 26 carrier businesses into one global entity, launched an IPX that brings together its voice, data and messaging traffic onto its global MPLS network, and rolled out a global messaging hub. It is now ranked as the world's largest voice carrier, growing from 52.6 billion minutes in 2013 to 57.5 billion minutes in 2015. The telco is also investing in new cable systems, expanding capacity to meet the exponential growth in demand fuelled by mobile data uptake.

Vodafone Carrier Services "undertook a very large project and achieved good results," noted one of the judging panel, while another praised Vodafone for the "successful integration of a complex web of international businesses into a single platform."

“ A successful integration of a complex web of international businesses

**FINALISTS**

**AT&T – SOFTWARE-CENTRIC NETWORK STRATEGY (HIGHLY COMMENDED)**

**MANX TELECOM – FIXED-LINE INITIATIVE**

**PROGRESIF CELLULAR – NETWORK STABILISATION PROJECT**

**TATA COMMUNICATIONS TRANSFORMATION SERVICES**

**TELSTRA – NETWORK TRANSFORMATION INITIATIVE**



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**WINNER**

# **INTERROUTE**

## **VIRTUAL DATA CENTRE**

Interoute's Virtual Data Centre (VDC) is a fully-integrated cloud infrastructure platform, offering global, scalable cloud computing and private networking. Available in cities across Europe, the US and Asia, it supports both legacy and DevOps-based cloud architectures.

Interoute's entry says independent tests have found Interoute VDC is faster than AWS, Azure and Rackspace when it comes to throughput, latency and transfer speeds. Interoute is not resting on its laurels either: the company is busy adding more sites so it can offer secure, in-country, dual-site resilience, enabling customers to comply with the strictest data protection regulations.

Credentials like these, coupled with glowing reports from a broad range of happy customers, caught the attention of the judging panel. Interoute has taken "a great approach, and its entry is supported by superb testimonials," exclaimed one judge. "Great customer examples and testimonials, and some interesting statistics. Interoute deserves recognition," said another.

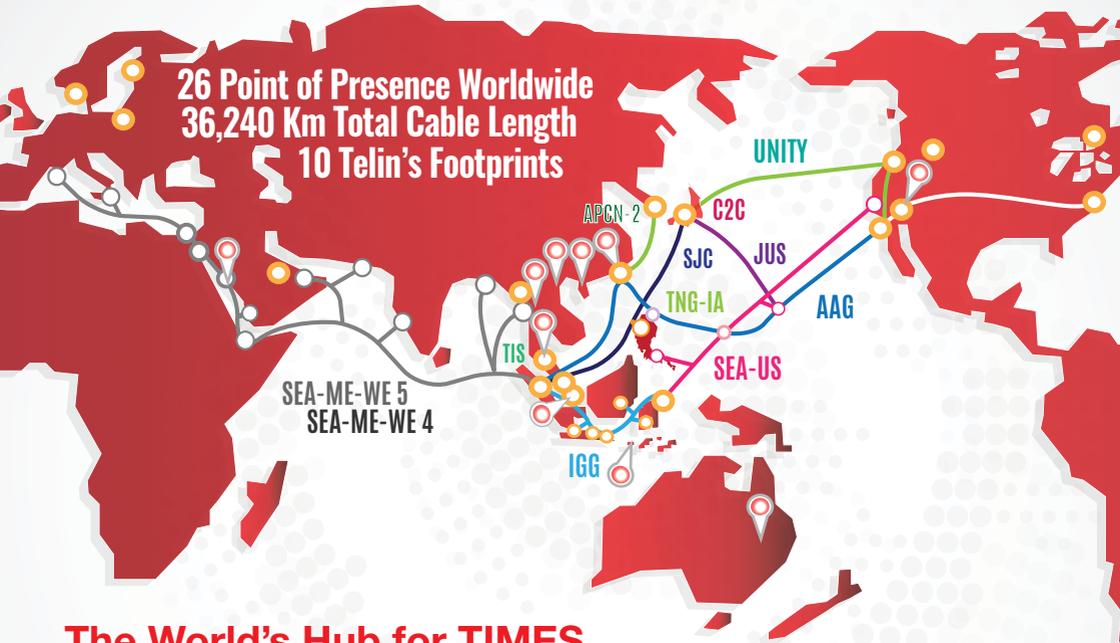
 Interoute has taken a great approach and its entry is supported by superb testimonials

---

## **FINALISTS**

- BT – COMPUTE MANAGEMENT SYSTEM**
- CITIC TELECOM CPC – SMARTCLOUD**
- GLOBAL CLOUD XCHANGE – CLOUD X**
- NTT COMMUNICATIONS – ENTERPRISE CLOUD**

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IPX



Solutions

CDN  
Data Centre  
Collocation  
Telepresence  
Cloud Services  
Satellite Services  
MVNE  
BPO

**WINNER**

# **VMWARE**

## **VCLLOUD NFV PLATFORM**

VMware's vCloud NFV Platform is a virtualised service delivery platform for communication service providers. Consisting of a suite of software products, technologies and services, it comes in a modular design, meaning customers can deploy as much or as little of the platform as required for their needs.

To avoid vendor lock-in, VMware's Ready for NFV programme enables virtual network function (VNF) providers to accredit their solutions on the platform, giving customers a broad choice of suppliers. So far, VNFs from 10 vendors and counting have been accredited.

VMware's vCloud is already proving popular: there are now more than 50 live VMware-based NFV service deployments in operation, supporting more than 100 million mobile subscribers.

"This is a great success story. VMware is delivering on the promise of NFV," said one of the judges."

 A great success story. VMware is delivering on the promise of NFV

---

## **FINALISTS**

**ASIAINFO – VERIS CRM**

**HUAWEI – CLOUDRAN**

**MAHINDRA COMVIVA – CONNECTMONEY SERVICE MANAGER**

**RUCKUS WIRELESS – CLOUDPATH**

**SYNIVERSE – VOLTE ROAMING SOLUTION**



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**WINNER**

**PCCW GLOBAL**

**GLOBALVIEW**

PCCW Global's GlobalView is a real-time, cloud-based reporting tool for international roaming services. It uses big data analytics to enable operators to offer a better roaming experience for their customers.

Using GlobalView, an operator can measure and report the actual data speeds experienced by high-value roaming customers, for example. These measurements can be collated and benchmarked against other subscribers connected to the same cell sites, providing valuable insight and facilitating proactive customer support, therefore keeping these high-value roamers happy. GlobalView's insights can also be used as the basis for targeted marketing.

These capabilities, combined with compelling testimonials, caught the attention of the judging panel. "GlobalView provides a wealth of useful performance data for roaming subscribers," remarked one judge. PCCW Global has taken "an interesting approach to supporting roaming customers," noted another.

 GlobalView provides a wealth of useful performance data for roaming subscribers

**FINALISTS**

- HUTCHISON GLOBAL COMMUNICATIONS – HGC BIG DATA EXCHANGE**  
**TELEKOM MALAYSIA R&D – MULTI-SERVICE WIRELESS ACCESS NETWORK**  
**TELENOR – ONESCREEN**  
**TELIN – KARTU AS 2IN1**  
**TURKCELL – CLONED IMEI**

# gigabit access

## 2017

4-5 April 2017, Le Plaza Hotel, Brussels

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CTO  
Telenet Group



**Carsten Bryder**  
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TDC Denmark



**Konstantinos  
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VP Mobile Access  
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**Carlo Filangieri**  
SVP Open Access,  
Telecom Italia



**Alexandre Fonseca**  
Executive Manager  
Altice Labs  
and CTO  
Portugal Telecom



**Frank Hellemink**  
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**WINNER**

# HYPEROPTIC

Hyperoptic works with property owners and developers, designing and installing fibre infrastructure in new multi-dwelling units, and retrofitting existing ones. It offers a range of retail broadband tariffs, ranging from speeds of 20 Mbps up to 1 Gbps. Hyperoptic initially focused on serving developments where only ADSL2+ was available, but is now rolling out to areas that receive fibre-to-the-cabinet, where there is strong demand for higher speeds.

That the company has doubled its footprint in the last year, and secured investment from both the European Investment Bank and private equity firm Quantum Strategic Partners, was well-received by the judging panel.

“Hyperoptic is genuinely pioneering in taking ultrafast fibre of up to 1 Gbps to multiple occupancy dwellings,” said one of the judges, while another remarked: “Hyperoptic is not only rolling out future-proof broadband, it is making it available via affordable, flexible tariffs, dispelling the myth that FTTP is only for the rich.”

“Hyperoptic is not only rolling out future-proof broadband, it is making it available via affordable, flexible tariffs

.....

## **FINALISTS**

**ITS TECHNOLOGY GROUP LTD**  
**OPENREACH**  
**TELKOM INDONESIA**

aca

2017

# THE MOST PRESTIGIOUS EVENT IN THE REGION RETURNS

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**5,000+** TELECOM PROFESSIONALS ENTER OR VOTE

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**19** CATEGORIES TO BE AWARDED

## ENTRIES ARE NOW OPEN

For sponsorship opportunities contact **Matthew Harris** on  
**+44 (0)20 7092 1186** or email **[matthew.harris@totaltele.com](mailto:matthew.harris@totaltele.com)**

**WINNER**

**PCCW GLOBAL**

The Users' Choice Award is for excellence in customer care in business services, and its value stems from the fact that the winner is decided based on extensive research among end users. Total Telecom has partnered with customer experience analysis specialist Ocean82 to present this award. Research is carried out among companies in more than 30 countries; more than 1,000 respondents participate.

The winner is the telco that received the highest customer satisfaction index (CSI) score from an assessment of the survey responses. The survey collects views from users about their levels of satisfaction with the product, value for money, and the level of customer support they received from their provider over a 12-month period.

This year, PCCW Global won the hearts and minds of users due to the high level of positive customer experience reported compared to rivals. It appears that the consistency of performance across continents, including Africa, gave it the competitive edge, one user noted. "PCCW Global goes the extra mile in managing and supporting relationships," said another.

 PCCW Global goes the extra mile in managing and supporting relationships

.....

**FINALISTS**

- LEVEL 3**
- NTT COMMUNICATIONS**
- ORANGE BUSINESS SERVICES**
- SINGTEL**
- T-SYSTEMS**
- VODAFONE GLOBAL ENTERPRISE**

**WINNER**

# TATA COMMUNICATIONS

Tata Communications has the scale and reach that one would expect from a global wholesale operator, but what really stood out about its entry in this year's World Communication Awards was evidence that the company has made a concerted effort during the entry period to adapt, and align its business with the evolving needs of its customers.

Focus areas such as media, the Internet of Things (IoT), mobile data roaming and global WiFi connectivity caught the attention of the judging panel, as did the impressive array of customer testimonials from household names. When combined with Tata Communications' global network, 44 data centres, and 15+ Tbps of bandwidth, the company made a very strong case for why it should win what is always a fiercely-contested category.

Tata Communications submitted "a really good entry, insofar as testimonials, and evidence of scale, service innovation and financial success are concerned," said one judge.

“A good entry insofar as testimonials, evidence of scale, service innovation and financial success are concerned”

---

## **FINALISTS**

- INTERROUTE**
- NTT COMMUNICATIONS**
- TELEFONICA BUSINESS SOLUTIONS**
- TELIA CARRIER**
- TELSTRA WHOLESALER**
- VODAFONE CARRIER SERVICES**

**WINNER**

**VIETTEL GROUP**

**LUMITEL**

Viettel has offered mobile services in Burundi under the Lumitel brand since March 2015 and despite its late entry, has succeeded in establishing itself as the country's second-largest operator, attracting 1.3 million subscribers, giving it a market share of 31%.

One of the keys to Lumitel's success was the rapid rollout of its network infrastructure: the operator deployed 600 base stations—equal to the combined footprint of its five rival operators—and built a nationwide fibre network, enabling it to offer reliable 3G Internet access across the country, and paving the way for the launch 4G in February this year. Impressive, given that Burundi is one of the poorest nations in Africa, and ranked second from bottom in terms of telecommunications development, according to the World Economic Forum.

Lumitel represents “a textbook case on successfully entering a low-income emerging market,” one of the judges said, while another praised the company for moving quickly to new technologies, like 4G.

“ A textbook case on successfully entering a low-income emerging market

**FINALISTS**

**ROSHAN (HIGHLY COMMENDED)**

**AIRTEL BUSINESS – CONNECTING 250MN**

**NCELL – EVERY CUSTOMER IS A WINNER!**

**TELKOMSEL**

**WINNER**  
**ORANGE**

One of the objectives under Orange's Essentials 2020 plan is to become a useful part of customers' everyday lives. The catalyst for this strategic ambition is the recognition that the way people interact with companies is changing due to the shift to digital.

To meet this objective, Orange has embarked on a major transformation to ensure it has the assets needed to deliver truly convergent services. This includes modernising existing networks, building new ones, or gaining access to them via M&A or wholesale deals. Orange is also investing in financial services and media assets.

The strategy is paying off. Orange is seeing strong growth in customers signing up to convergent plans, which has helped the company return to growth. "Orange has put going beyond connectivity at the centre of its strategic plan, and the uptake of convergent services is growing among its subscriber base. It deserves recognition," said one of the judges.

““ Going beyond connectivity is at the centre of Orange's strategic plan. It deserves recognition

**FINALISTS**

**OOREDOO**  
**SMART COMMUNICATIONS**  
**TELKOM INDONESIA**

**WINNER**

# **NTT COMMUNICATIONS**

NTT Communications fought off some fierce competition to come out on top in one of the World Communications Awards' most prestigious categories.

The Japan-based operator boasts 140 data centres and one of the world's largest IP backbones. It serves 80% of Fortune 1000 companies. Its cloud services are used by 8,300 clients, a number it expects to rise to 10,600 by the end of this financial year. NTT Communications made significant strides during the entry period, particularly in the area of cloud-related services. These investments have helped the operator return to non-consolidated operating revenue growth for the first time in eight years.

The judges agreed that NTT Communications is a worthy winner of this coveted trophy, highlighting the evidence its entry provided in terms of financial and customer growth, supported by glowing testimonials from analysts as well as customers. NTT Communications presents "a very clear picture of global strength and global reach," said one of the judges.

“NTT Communications presents a very clear picture of global strength and global reach”

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## **FINALISTS**

**AT&T (HIGHLY COMMENDED)**

**BT**

**OOREDOO**

**TELSTRA**



## INTERNET OF THINGS AWARDS

Held alongside the World Communication Awards, the Internet of Things Awards (IoTAs) celebrate those pioneering companies that are shaping one of the most exciting areas of the global telecoms industry.

Entries are subject to the same rigorous judging process as the WCAs, so every company—not just the winners—should be proud to have made it onto the following pages. You don't necessarily have to be the biggest to win at the IoTAs, but you certainly have to be the best.

Now in their third year, word of the IoTAs is spreading fast, and this year's contest has attracted participation from companies based in Europe, North America and Asia. As the Internet of Things gathers momentum, the IoTAs will continue to recognise the very best this burgeoning sector has to offer. To find out about next year's awards, visit [www.totaltele.com/awards](http://www.totaltele.com/awards)



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### WINNER

# PHILIPS

## E-ALERT

Philips e-Alert is a remote monitoring tool for healthcare equipment, such as MRI machines. It uses OpenMarket's mobile messaging technology to rapidly respond to potential issues, reducing downtime and improving patient care.

"E-Alert is a genuinely useful IoT solution," remarked one judge. "The entry explains why it meets a market need and includes good testimonials," said another.

### FINALISTS

**CISCO JASPER – CONTROL CENTRE**  
**GREENWAVE SYSTEMS – AXON PLATFORM**  
**INDOSAT OOREDOO - MYTRIP**



**BEST SMART  
ENTERPRISE  
INITIATIVE**

**WINNER**

**TELSTRA  
SMART VENUE SOLUTION**

Telstra's Smart Venue Solution enables venues to work smarter by connecting spectators, stadium workers and media teams to a WiFi network that meets the challenges of providing high-density, WLAN coverage to large crowds.

"An innovative solution for what has become a challenging deployment scenario," said one of the judges.

**FINALISTS**

- NTT COMMUNICATIONS – IOT PLATFORM (HIGHLY COMMENDED)**
- VIGILENT – DYNAMIC COOLING MANAGEMENT SYSTEM**
- TELKOM INDONESIA – INTEGRATED CLOUD BROADCASTING**



**THE SMART CITIES  
AWARD**

**WINNER**

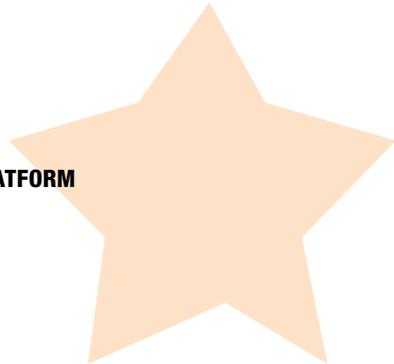
**BRISTOL IS OPEN  
PROGRAMMABLE CITY INTIATIVE**

Bristol is Open aims to create vast sensor networks connected to a city operating system, forming the basis for a wide range of smart city applications and services.

"An ambitious project, with a broad scope, that might just set the standard for the UK's smart cities," remarked one judge. "An exciting collaboration...to deliver solutions that really enhance city life," said another.

**FINALISTS**

- CISCO JASPER – CONTROL CENTRE**
- INTERDIGITAL – ONETRANSPORT**
- TELEKOM MALAYSIA R&D – ISSEF IOT PLATFORM**





**BEST CONNECTIVITY  
SOLUTION**

**WINNER**

# **CLOUDSTREET**

## **DYNAMIC PROFILE CONTROLLER**

Cloudstreet's Dynamic Profile Controller (DPC) offers SLA-assured quality of experience and profile-based service provisioning for the burgeoning IoT sector.

"Proven use in the highly-demanding market for live TV transmission over mobile, and effusive customer reviews, testify to the strength of Cloudstreet's DPC," noted one member of the judging panel.

**FINALISTS**

**HUAWEI – NB-IOT SOLUTION**

**JT GROUP – JTS OPEN ROAMING M2M SOLUTION**

**SPIRENT COMMUNICATIONS – EMBEDDED CONNECTIVITY SOLUTION**

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**IOT CHANGEMAKER  
2016**

**WINNER**

# **AT&T**

## **IOT SOLUTIONS**

AT&T provides IoT connectivity and a broad range of services tailored to specific industry verticals in more than 200 countries and territories. More than 2,700 types of devices are certified for use on AT&T's network, and its IoT toolkits are in use by more than 15,000 registered developers. Meanwhile, AT&T's numerous conferences and hackathons are helping to further grow the IoT ecosystem.

"A great year for AT&T in IoT," remarked one of the judging panel, who described the telco as "one of the global market leaders that continues to set the pace for nurturing the IoT ecosystem and innovating with new products."

**FINALIST**

**CISCO JASPER**



## WINNER

# BRUNO JACOBFEUERBORN

## DEUTSCHE TELEKOM

For the CTO of the year category, technological proficiency is taken as a given. What the World Communication Awards judges are also looking for is evidence of a CTO who has had a positive impact on customer satisfaction, and who has contributed to the creation of compelling, long-term, and efficient operating models. If they can do all that while ensuring their employer's continuing technology prowess, then they might be in with a chance of winning this category.

Jacobfeuerborn impressed with his sheer number of achievements during the entry period, and his roles at myriad industry bodies. Jacobfeuerborn is "driving advanced technologies into the network, and is a strong supporter of industry standards and fora," noted one judge. The entry also provided "great examples of business benefits as well as the use of new technologies," said another.

“ Jacobfeuerborn is driving new technology into the network and is a strong supporter of industry standards

## FINALISTS

**DAVID HAVERCROFT** – SPARK NEW ZEALAND

**NANANG HENDARNO** – TELIN

**RICHARD STIGAARD** – TELENOR DENMARK

**SUKARDI SILALAH** – TELKOMSEL



**WINNER**

# RIRIEK ADRIANSYAH

**TELKOMSEL**

The CEO of the Year category is awarded based on the results of an industry poll. Conducted by Total Telecom, readers voted in their thousands, and this year Telkomsel's Ririek Adriansyah came out on top.

Ririek Adriansyah took on the role of president director of Telkomsel in January 2015 after more than two decades with the Indonesian telecoms group. He didn't waste any time in his new role: by April last year, Telkomsel announced a \$985 million plan to expand its mobile networks, deploying an extra 15,000 base stations in a bid to grow its share of the 4G market.

Adriansyah proved a popular choice in this year's poll, attracting a third of the votes.

“ Adriansyah proved a popular choice in this year's poll, attracting a third of the votes

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## FINALISTS

**EELCO BLOK** – KPN  
**GARY LAMB** – MANX TELECOM  
**GAVIN PATTERSON** – BT  
**JORGE RODRIGUEZ** – TELMEX USA  
**MICHEL COMBES** – ALTICE  
**MIKE FRIES** – LIBERTY GLOBAL

**SIGVE BREKKE** – TELENOR  
**SIPHO MASEKO** – TELKOM SA  
**VINOD KUMAR** – TATA  
 COMMUNICATIONS GROUP  
**VITTORIO COLAO** – VODAFONE

# CATEGORY

# WINNER

MOST INNOVATIVE IOT SOLUTION	<b>PHILIPS E-ALERT</b>
BEST CONNECTIVITY SOLUTION	<b>CLOUDSTREET</b>
BEST SMART ENTERPRISE SOLUTION	<b>TELSTRA</b>
THE SMART CITIES AWARD	<b>BRISTOL IS OPEN</b>
IOT CHANGEMAKER 2016	<b>AT&amp;T</b>
BEST BRAND CAMPAIGN	<b>VIETTEL</b>
BEST CUSTOMER CARE	<b>TELENOR</b>
THE SOCIAL CONTRIBUTION AWARD	<b>SMART COMMUNICATIONS</b>
BEST ENTERPRISE SERVICE	<b>SINGTEL</b>
NETWORK TRANSFORMATION INITIATIVE	<b>VODAFONE CARRIER SERVICES</b>
THE CLOUD INFRASTRUCTURE AWARD	<b>INTERROUTE</b>
THE INNOVATION AWARD: VENDOR	<b>VMWARE</b>
THE INNOVATION AWARD: OPERATOR	<b>PCCW GLOBAL</b>
THE BROADBAND PIONEER AWARD	<b>HYPEROPTIC</b>
THE USERS' CHOICE AWARD	<b>PCCW GLOBAL</b>
BEST WHOLESALE OPERATOR	<b>TATA COMMUNICATIONS</b>
BEST OPERATOR IN AN EMERGING MARKET	<b>VIETTEL GROUP</b>
DIGITAL SERVICE PROVIDER OF THE YEAR	<b>ORANGE</b>
BEST GLOBAL OPERATOR	<b>NTT COMMUNICATIONS</b>
CTO OF THE YEAR	<b>BRUNO JACOBFEUERBORN</b>
CEO OF THE YEAR	<b>RIRIEK ADRIANSYAH</b>

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 Britain

▶ 14-15 June 2017

▶ Grange St. Paul's Hotel

▶ London

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