# Digital Transformation in Telecom

The telecom industry has changed and will continue to evolve. With the acceleration of IoT and 5G, telecom is undergoing a digital transformation in both technologies powering the industry and guiding how they interact with customers.

The COVID-19 pandemic accelerated digital disruption that was already in motion, creating the need for customer-focused services and greater efficiency.

Structural changes in the industry are centered on creating new value and ensuring that communication and content services become digital.

The Top Digital Transformation Trends Shaping the Telecom Industry:

* Artificial Intelligence
* 5G Network
* Internet of Things
* Robotic Process Automation
* Big Data
* Cloud Computing
* Cyber Security

**Trend 1: Artificial Intelligence**

* Artificial intelligence is well on its way to becoming one of the most sought after technological resources, used in a number of popular tools, such as chatbots, virtual assistants, and customer satisfaction. With AI tools, data can be both processed and analyzed in incredibly large amounts to make service more effective and increase profit.
* There are several ways that artificial intelligence can assist and optimize the telecom industry. AI will enhance digital transformation in predictive maintenance, network maintenance, customer service, and security.

**Trend 2: 5G Network**

* The efficiency of wireless networks is becoming more critical as people become more dependent on mobile devices. This is why so many telecom companies have been investing in and preparing for 5G.
* 5G networks provide the fastest data transfer out there while offering high speed and low latency. 5G is already being used in healthcare, education, and transportation settings. In 2021, telecom will continue to develop new ways to bring 5G to the masses, providing the most efficient network for the public.

**Trend 3: Internet of Things**

* The Internet of Things is driving change in the telecom industry in two ways. First, as internet-connected devices become more popular, it increases the need for fast and reliable connections.
* Secondly, utilizing the IoT creates ease for telecom providers to monitor the various communications bases remotely. IoT enables service providers to provide greater means of communication between devices and people.
* Utilizing the IoT ensures the highest level of efficiency, seamless business processes, and increased revenue.

**Trend 4: Robotic Process Automation**

* Robotic Process Automation is being used for repetitive tasks and processes, enabling ease and agility for report generation, price tracking, back-office tasks, as well as responding to customers.
* With RPA solutions, employees can focus on essential functions that require their attention while leaving rote tasks to automated technologies.

**Trend 5: Big Data**

* Due to the Internet of Things, companies can work with enormous amounts of data in technological devices.
* Discovering solutions to control this data is becoming an essential task for both telecommunications companies and their customers.

**Trend 6: Cloud Computing**

* Migration to the Cloud is happening in droves, as nearly every business is becoming aware of the benefits of [Cloud-based services](https://limecall.com/blog/cloud-based-phone-systems/), especially in light of the increase of remote work due to the COVID-19 pandemic.
* These benefits include less of a need for computer resources, streamlined processes, and organization, as well as lower costs. Telecom companies should invest in the infrastructure for delivering and supporting more cloud-based solutions.

**Trend 7: Cyber Security**

* Cybersecurity is one of the most essential aspects of the telecom industry. This is because cyber crimes can be easy for hackers to commit, stealing sensitive private data of businesses and their customers.
* As breaches become more common, telecom companies should expect their customers to ask how they’re making their data and networks more secure. Expect companies to make more significant investments in protecting their resources, detecting threats, preventing attacks, and recovering if the unthinkable happens.

* **Trends Highlight the Need for a  Digital Adoption Platform**
* Each of these trends will change how telecom companies and their customers do their business. Dealing with the process changes caused by new technology is where a [digital adoption platform](https://www.apty.io/) can be a huge benefit.

## Telecom in 2021

As society moves into the future with more effective digital tools and faster technology, businesses in the telecom industry must lead the charge. Meeting the expectations and needs of clients is essential.

By focusing on security, automation, artificial intelligence, fast networks, and more, you can ensure you’re meeting the needs of the future. But these trends are really focused on the technology telecom companies use or sell to their customers. But digital transformation goes beyond technology to processes.