

IDC Names Leaders and Major Players for Asia/Pacific* Next-Generation Telecom Services in 2020

SINGAPORE, June 18th, 2020 – According to the [IDC MarketScape: Asia/Pacific Next-Generation Telcos: Telecom Services 2020 Vendor Assessment](#), AT&T, BT, Orange, Singtel, Telstra, and Vodafone are identified as “Leaders” of the next-generation telecom operators in Asia/Pacific. These service providers (SPs) demonstrated a strong regional network presence, leadership in software-defined technologies, a comprehensive suite of enterprise cloud and managed ICT service offerings, diverse portfolio of services in areas such as Internet of Things (IoT) and collaboration in the region, as well as a large base of mid and large-sized enterprises, multinational corporations (MNCs), and government clients across Asia Pacific.

This study leverages the IDC MarketScape framework to evaluate the leading regional and global telecommunications service providers in Asia/Pacific. For the first time, IDC identified six communication service providers (CSPs) as "Leaders" based on the IDC MarketScape vendor analysis model, with Telstra being the newest entrant. This pack of 'Leaders' is closely followed by "Major Players" in the market namely (in alphabetical order) GCX, NTT Ltd., Tata Communications, and Verizon.

NTT Ltd. was the biggest mover amongst all telcos in this year's study, on the back of NTT Corporation's consolidation of the global, non-Japanese parts of NTT, Inc. specifically the 31 different brands encompassed by NTT Communications, Dimension Data, and NTT Security, under a single umbrella of NTT Ltd. The conjoined companies position NTT Ltd. uniquely in the current era of DX, with its ability to provide a global network, UC&C, datacenter capabilities, and cloud, coupled with managed services and security, and affords NTT Ltd. new opportunities in the market.

"Communications service providers globally are undergoing a dramatic change, the same way that most enterprises across verticals are undergoing changes. Asia/Pacific is certainly no exception, with CSPs in the region facing the same enterprise business priorities as their counterparts in other countries, albeit with high deviations among Southeast Asia countries and mature Asia/Pacific markets," says [Nikhil Batra](#), Associate Research Director for Telecom at IDC Asia/Pacific.

"Enterprises are grappling with multiple objectives and imperatives, focusing on cost savings, new business models, customer centricity, and agility in operations. The heightened competitive intensity is forcing CSPs to innovate, not just in operations but also with how they engage with customers and their channel partners," adds Batra.

This IDC study is the eighth assessment of next-generation telecom operators in Asia/Pacific, with the objective of assessing SPs' capabilities to meet the telecommunication and ICT needs of various customer segments. The evaluation framework consists of a large variety of parameters – comprehensiveness of service offerings, software-defined platforms and cloud capabilities, go-to-market strategy, growth strategy, partner ecosystem, and

innovation strategy. SPs were evaluated based on their current capabilities and the strategies they have set in the next three to five years for the enterprise segment in the Asia/Pacific region.

IDC has been tracking the development of leading regional and global telecommunications service providers in the market thru its core research on 5G, CAPEX market forecasts, IoT Access and Traffic, IoT Spending, Managed SD-Wan, Telecom Services, as well as business sentiment surveys around carrier transformation, next-generation software-defined networks and collaboration.

IDC's Asia/Pacific Communications Service Provider Technology Strategies program offers insights into the technology strategies of telecom, TV, ISP, and OTT providers in the region. This service looks specifically at the innovative ways communications SPs are leveraging the 3rd Platform to create next-generation network products and services. Regardless of the segment, communications SPs are evaluating and adopting new technologies to help them push past their traditional markets and tap into new opportunities. To learn more, contact Hugh Ujhazy at hujhazy@idc.com or click [HERE](#)

For more information on this IDC MarketScape document,

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*Asia/Pacific excluding Japan

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About IDC MarketScape

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of IT, telecommunications, or industry-specific suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT, telecommunications, or industry-specific vendors can be meaningfully compared. The framework also provides technology buyers with a transparent foundation to allow companies to independently compare the strengths and weaknesses of current and prospective vendors.

For more information about IDC MarketScape, please contact Karen Moser at kmoser@idc.com.

About IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,100 analysts worldwide, IDC offers global, regional, and local expertise on technology and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly-owned subsidiary of International Data Group (IDG), the world's leading tech media, data and marketing services company. To learn more about IDC, please visit www.idc.com. Follow IDC on Twitter at [@IDC](https://twitter.com/IDC) and [LinkedIn](https://www.linkedin.com/company/idc). Subscribe to the IDC Blog for industry news and insights: http://bit.ly/IDCBlog_Subscribe.

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