

RESULTS FROM QUESTIONNAIRE

EWC-Meeting

| TOPICS AND PRIORITIES | | EU - REGIONS | | | TOTAL | Voting EWC-Meeting Sep. 2018 |
|---|--|---------------------------|---------------------|---------------------------|-------|------------------------------------|
| | | NorthWestE urope | SouthWestE urope | CentralEast Europe | | |
| | | BE, DE, DK, NL, PL, UK | FR, GR, ES | AT, RO, SK, HU, CZ, HR | | |
| EXISTING TOPICS (Telekom specific) | | | | | | |
| A1 | Multishared Services <i>Example: HR/FC processes nearshore</i> | 4 | 0 | 1 | 5 | 3 |
| A2 | End-to-End Digitisation <i>Example: Internal processes</i> | 5 | 1 | 6 | 12 | 17 |
| A3 | Pan-Net <i>Example: HR/FC processes nearshore</i> | | | 1 | 1 | 1 |
| A4 | Internet for everyone <i>Example: Broadband rollout</i> | 1 | 1 | 2 | 4 | 1 |
| EMERGING AND FUTURE TOPICS | | | | | | |
| B1 | Artificial intelligence <i>Example: Service Center Robots</i> | 3 | | 2 | 5 | 3 |
| B2 | New work modes <i>Example: Agile working</i> | 5 | 1 | 5 | 11 | 11 |
| B3 | Virtual reality <i>Example: VR/AR glasses for technicians</i> | | | | 0 | 1 |
| B4 | Edge computing 5G <i>Example: IoT / Autonomous driving</i> | 1 | | 1 | 2 | 11 |