

Technicolor Connected Home Roundtable to Explore Shifts in Customer Behaviors that Affect Network Service Providers

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Atlanta, Georgia Nov 10, 2021 ([Issuewire.com](https://www.issuewire.com)) - Network service providers (NSPs) around the world are in the midst of a comprehensive business transformation process as they scramble to address the emerging needs of customers who depend on digital access to support their personal and professional priorities. In the process, NSPs are redefining their relationship with subscribers by leveraging insights from data and analytics captured as data flows through connected homes.

These were among the conclusions of an executive discussion on “*The Future of the Customer Experience*” hosted by Technicolor Connected Home. Over a hundred leaders and decision-makers representing network service providers from around the world gathered to explore -- among other things -- trends in customer expectations: addressing the future of work-life dynamics.

Trends in Customer Expectations

The relationships between operators and consumers have become increasingly intimate, which has altered how NSPs brands around the world are perceived. Digital communities are becoming as real and important as any physical gathering, especially in the wake of a pandemic year.

As a result, organizations that invest in the communities in which they operate to deliver initiatives that empower citizens -- whether it's a skills program, small business support, or other activities that recognize entrepreneurs and socio-economic priorities in any given service area -- will be more attractive to consumers.

During the panel discussion, experts including Emilia Ong, Chief Revenue Officer at Hoppr; Antonella Dominici, VP TIMVISION, and Entertainment products; as well as Karine Dussert-Sarthe, EVP Group Marketing, Design, and Open Innovation Technology and Global Innovation at Orange Innovation -- explored specific ways that NSPs are supporting the work-life dynamics of consumers around the world.

To read the full executive summary of this session of the executive roundtable hosted by Technicolor

Connected Home, visit:

<https://connected.technicolor.com/network-service-providers-explore-the-future-of-customer-experience-through-2025-and-beyond-episode-1-download>

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